

DEVELOPMENT OF INCLUSIVE TOURISM AS A MEANS OF ACHIEVING SUSTAINABLE DEVELOPMENT

¹Marina Strelnikova, ²Raisa Ivanova, ³Olga Skrobotova, ⁴Irina Polyakova & ⁵Nataliya Shelopugina

ABSTRACT

Objective: Attention to the problems and interests of people with disabilities has become an important part of the social and economic policies of various states in the modern world. The purpose of this research is to study the concept of inclusive tourism and its potential benefits for people with disabilities who face numerous barriers related to access to infrastructure, services, and products.

Methods: The concept of inclusive tourism is not unambiguous and is a debatable issue, which is proved by the literature review. The authors sought to identify models of inclusive tourism development by analyzing publications, state tourism development strategies, and approaches to understanding disability. The authors conducted an online survey to collect data on the special needs of tourists with disabilities and people with disabilities with different nosologies. The data were analyzed to identify the features of the creation and implementation of an inclusive tourism product.

Results: The survey data allow coming to important conclusions about the need to organize social rehabilitation of people with disabilities through inclusive tourism. The authors presented a two-factor model of inclusive tourism development, considering the special needs of tourists with disabilities.

Conclusion: Inclusive tourism helps to improve the quality of life, socio-psychological adaptation, and rehabilitation of people with disabilities. The two-factor model proposed by the authors can serve as a guideline for the creation and implementation of an inclusive tourism product that meets the special needs of tourists with disabilities and people with disabilities with various nosologies.

Keywords: Inclusive tourism. People with disabilities. Models of disability understanding. Sustainable tourism development.

Received: 21/12/2022

Accepted: 15/03/2023

DOI: <https://doi.org/10.37497/sdgs.v11i1.273>

¹ Bunin Yelets State University, (Russia). E-mail: m.a.strelnikova@bk.ru Orcid id: <https://orcid.org/0000-0002-7007-7893>

² Bunin Yelets State University, (Russia). E-mail: elrmiv@mail.ru Orcid id: <https://orcid.org/0000-0001-8969-9804>

³ Bunin Yelets State University, (Russia). E-mail: skrolga48@mail.ru Orcid id: <https://orcid.org/0000-0003-3973-2762>

⁴ Bunin Yelets State University, (Russia). E-mail: iepolakova@mail.ru Orcid id: <https://orcid.org/0000-0001-6574-579X>

⁵ Bunin Yelets State University, (Russia). E-mail: Natasya.Alex@mail.ru Orcid id: <https://orcid.org/0000-0003-3850-8347>



DESENVOLVIMENTO DO TURISMO INCLUSIVO COMO MEIO DE ALCANÇAR O DESENVOLVIMENTO SUSTENTÁVEL

RESUMO

Objetivo: A atenção aos problemas e interesses das pessoas com deficiência tornou-se uma parte importante das políticas sociais e econômicas de vários estados do mundo moderno. O objetivo desta pesquisa é estudar o conceito de turismo inclusivo e seus potenciais benefícios para pessoas com deficiência que enfrentam inúmeras barreiras relacionadas ao acesso a infraestrutura, serviços e produtos.

Métodos: O conceito de turismo inclusivo não é inequívoco e é uma questão discutível, o que é comprovado pela revisão da literatura. Os autores procuraram identificar modelos de desenvolvimento do turismo inclusivo analisando publicações, estratégias estaduais de desenvolvimento do turismo e abordagens para entender a deficiência. Os autores realizaram uma pesquisa online para coletar dados sobre as necessidades especiais de turistas com deficiência e pessoas com deficiência com diferentes nosologias. Os dados foram analisados para identificar as características da criação e implementação de um produto turístico inclusivo.

Resultados: Os dados da pesquisa permitem tirar conclusões importantes sobre a necessidade de organizar a reinserção social de pessoas com deficiência por meio do turismo inclusivo. Os autores apresentaram um modelo de dois fatores de desenvolvimento do turismo inclusivo, considerando as necessidades especiais dos turistas com deficiência.

Conclusão: O turismo inclusivo ajuda a melhorar a qualidade de vida, a adaptação sociopsicológica e a reabilitação de pessoas com deficiência. O modelo de dois fatores proposto pelos autores pode servir como diretriz para a criação e implementação de um produto turístico inclusivo que atenda às necessidades especiais de turistas com deficiência e pessoas com deficiência com diversas nosologias.

Palavras-chave: Turismo inclusivo. Pessoas com deficiência. Modelos de compreensão da deficiência. Desenvolvimento sustentável do turismo.



DESARROLLO DEL TURISMO INCLUSIVO COMO MEDIO PARA ALCANZAR EL DESARROLLO SOSTENIBLE

RESUMEN

Objetivo: La atención a los problemas e intereses de las personas con discapacidad se ha convertido en parte importante de las políticas sociales y económicas de varios estados del mundo moderno. El propósito de esta investigación es estudiar el concepto de turismo inclusivo y sus beneficios potenciales para las personas con discapacidad que enfrentan numerosas barreras relacionadas con el acceso a infraestructura, servicios y productos.

Métodos: El concepto de turismo inclusivo no es unívoco y es un tema discutible, lo cual se comprueba mediante la revisión de la literatura. Los autores buscaron identificar modelos de desarrollo turístico inclusivo mediante el análisis de publicaciones, estrategias estatales de desarrollo turístico y enfoques para comprender la discapacidad. Los autores realizaron una encuesta en línea para recopilar datos sobre las necesidades especiales de los turistas con discapacidad y las personas con discapacidad con diferentes nosologías. Los datos fueron analizados para identificar las características de la creación e implementación de un producto turístico inclusivo.

Resultados: Los datos de la encuesta permiten llegar a importantes conclusiones sobre la necesidad de organizar la rehabilitación social de las personas con discapacidad a través del turismo inclusivo. Los autores presentaron un modelo de dos factores de desarrollo turístico inclusivo, considerando las necesidades especiales de los turistas con discapacidad.

Conclusión: El turismo inclusivo ayuda a mejorar la calidad de vida, la adaptación sociopsicológica y la rehabilitación de las personas con discapacidad. El modelo de dos factores propuesto por los autores puede servir como guía para la creación e implementación de un producto turístico inclusivo que satisfaga las necesidades especiales de los turistas con discapacidad y las personas con discapacidad con diversas nosologías.

Palabras clave: Turismo inclusivo. Personas con discapacidad. Modelos de comprensión de la discapacidad. Desarrollo turístico sostenible.

INTRODUCTION

The number of people with disabilities worldwide is estimated to rise to 1.2 billion by 2050. This forecast is due to several factors: the steady aging of the population, the growth of



chronic diseases, an increase in life expectancy, a decrease in child mortality, and better tools for identifying and measuring disability (Dwyer & Darcy, 2010).

As of January 2023, according to the Federal Register of Disabled People, there are 10,145,253 disabled people in the Russian Federation. The percentage of disability is 8.72%. Of these, 4,425,632 are disabled men (43.62%) and 5,719,621 women (56.38%)

The age distribution is as follows: 18-30 – 457 629 (4,51%): 31-40 – 754,177 (7.43%), 41-50 – 1 048 276 (10,33 %), 51-60 – 1,559,876 (15.38%), 60+ – 6,325,295 (62.35%).

If we conduct a structural analysis based on age, then 38% of the total number are people aged 18 to 50 (children under 18 not included). This is a young active part of the population. However, due to the insufficient development of infrastructure and the provision of conditions for a full life, they lose many opportunities for recreation and self-development. We should not ignore the older disabled people (50+), who are ready for an active lifestyle and a variety of leisure activities, including travel.

An alarming trend is a steady growth in the number of disabled children by about 15-25 thousand annually. While the analysis of the reasons for this fact is not the subject of this study, it confirms the relevance of the research problem, the purpose of which is to consider the content of the concept of inclusive tourism and identify possible concepts (models) of its development, based on which territories can choose their model based on the availability of resources and the requests of the target audience.

The indicated disability trends in the population in the Russian Federation speak about the urgent task of integrating people with disabilities into society and the need for their social, psychological, and physiological adaptation.

The research is aimed at changing the attitude of society towards people with disabilities and the transition from a medical model of understanding disability to a social model.

The purpose of this research is to study the inclusive tourism concept and identify possible models for its development, considering the increase in the number of people with disabilities in Russia and the urgent task of their integration into society.

LITERATURE REVIEW

Currently, there are relatively few scientific studies devoted to the issues of inclusive tourism. As a rule, they contain the results of investigating a certain aspect of the development of inclusive tourism. For example, the issues of terminology and the history of the emergence of such a concept as inclusive or accessible tourism are discussed in the works of L. Dwyer and



S. Darcy (2010). The experience of organizing inclusive tourism is studied by such authors as D. Buhalis, S. Darcy, and I. Ambrose (2012), who collected the best world practices in the design, management, and implementation of inclusive tourism products and recommendations to participants in the tourism industry market providing services for people with disabilities and limited mobility. The potential and prospects for the development of inclusive tourism as a separate sector of the economy are presented in the works by J. Bowtell (2015).

It is necessary to focus on some works that are directly related to the topic of the study. Thus, S. Darcy uses the concept of accessible tourism and connects it with the concept of sustainable development. Accessible tourism is considered in the context of some main characteristics: accessibility of facilities, universal design, and correlation between population aging and disability. An important result of Darcy's research is the thesis that accessible tourism is not a frozen self-organized system. It forms several interrelated and interdependent business mechanisms that go beyond the business entity (Darcy & Dixon, 2009; Darcy et al., 2010).

The study by J. Nyanjom, K. Boxall, and J. Slaven (2018) is a continuation of the theme of cooperation as the basis and result of the creation and implementation of an inclusive tourism product. The authors study the level of interaction between stakeholders in the development of inclusive tourism in Western Australia and conclude that it is extremely insignificant at the moment. This affects the quality of the product and the degree of involvement of people with disabilities in active leisure through tourism.

J. Nyanjom et al. (2018) propose a scheme (we refer to it as the management model of inclusive tourism), which activates the situation through the following elements: control and coordination, communication, clarity of roles and responsibilities, as well as cooperation and integration.

Inclusive tourism is understood by some researchers generally, and inclusion implies participation in the production and consumption of a tourism product not only by people with disabilities but also by marginalized segments of the population. Thus, R. Scheyvens and R. Biddulph (2018) consider inclusive tourism as an element of social integration in Europe, in the context of growing inequality around the world in connection with, firstly, the reception of refugees and, secondly, new expectations for sustainable development (Tsenina et al., 2022).

The lack of coordination between many participants in the tourism market as the main barrier to the provision of inclusive tourist services is highlighted in the work by F. Cassia et al. (2020). The authors propose the creation of a digital ecosystem that contributes to increasing the accessibility of tourist sites as a conceptual solution ensuring the exchange of information and coordination between all participants. An important point of the concept is the indication



of the need to use the principles of universal design in the design of tourist facilities and tourism products (Sharpley, 2020). The article by F. Cassia et al. "Finding a way towards high-quality, accessible tourism: the role of the digital ecosystem" is one of the first studies describing a method to increase the accessibility of tourist facilities for all tourists (with or without disabilities) based on technology (our term is "technological model of inclusive tourism development").

The article by A. Tlili et al. (2021) is another example of work that can be considered in the context of the technological model of inclusive tourism.

The most popular topic for research in the Russian scientific environment is the foreign experience of organizing inclusive tourism and comparative analysis with a national practice. Works by M.M. Romanova, N.V. Belousova, and others are devoted to this topic (Yakimenko & Ruseva, 2021). The issues of methodological and systematic approaches to substantiating inclusive tourism are reflected in the works of N.M. Borisenko-Klepach and A.V. Drozdova (Borisenko-Klepach, 2018). The safety of inclusive tours is investigated by A.V. Bogatyreva, Y.S. Konstantinov, and A.G. Maslov. The legal foundations of inclusive tourism are considered by N.M. Borisenko-Klepach, L.A. Mezhova, E.I. Kononova, and K.D. Samursky; the issues and prospects of inclusive tourism in the Russian Federation – by A.I. Seselkin, S.P. Kazakova, and L.A. Mezhova; the experience in implementing inclusive tourism programs in the regions of the Russian Federation – by E.V. Demkina, E.I. Kononova, and A.S. Petrova.

METHODS

The formulated purpose of the article determined several empirical and theoretical research methods.

An *analysis of statistical data* from the Federal State Statistics Service (Russia), as well as the Federal Register of Disabled People on the number of disabled people and the number of trips made by people with disabilities, was carried out to assess the disability of the population of the Russian Federation and the degree of demand for travel by this category of people.

An *analysis of publications* on the research topic was carried out to understand the degree of coverage of the issue in the scientific community and the disclosure of the concept of inclusive tourism.

A systematic literature review based on the Web of Science database and the eLibrary platform was carried out. Based on the publications, the leading aspects in the study of the current state of inclusive tourism were identified, as well as promising areas for further research.



These include problems and the need for cooperation at various levels: international, national, and intra-industry. Undoubtedly, a close interaction of scholars and practitioners of the industry, state authorities, and tourism enterprises can play an important role in solving pressing issues of the development of inclusive tourism.

It was necessary to conduct several studies using the *Internet survey method* to determine the models of inclusive tourism development. Two questionnaires were developed for respondents with disabilities of various nosologies.

The survey was attended by 60 respondents – people with disabilities of various nosologies living in the Lipetsk region and members of two organizations representing the interests of disabled people – the Yelets branch of the Lipetsk Regional Public Organization "All-Russian Society of the Blind" and the Yelets City Public Organization "All-Russian Society of the Disabled". There were people with hearing and visual impairments, as well as diseases of the musculoskeletal system among the respondents.

The age distribution of the respondents was as follows: 31-40 – 25%; 41-50 – 12.5%, 50+ – 62.5%. The purpose of the survey was to determine whether there is a need for inclusive tourism services, as well as to identify specific requests for visiting tourist destinations and travel experiences.

In addition, we have direct experience in providing inclusive services to people with disabilities and used the *observation method* as an illustration of some conclusions and provisions.

The *method of modeling and comparison was used in the main part of the study*.

RESULTS AND DISCUSSION

Current state of inclusive tourism in the Russian Federation

Scientific sources that reveal the practice of an inclusive approach in tourism, as well as our empirical experience, give grounds to conclude that inclusive tourism, well-developed in several foreign countries, is still not a widespread phenomenon in the Russian Federation (Gavurova et al., 2020; Gillovic & McIntosh, 2020). Nevertheless, the development of inclusive tourism has recently been given increased attention at the state level.

The Russian Federation signed the Convention on the Rights of Persons with Disabilities in 2008 and ratified it in 2012. The results of five years of work on the implementation of the Convention were summed up in 2017.



The legislation of the Russian Federation has been brought into line with the main provisions of the Convention: changes to implement the Convention have been made in more than 40 federal and 750 regional laws and 2.5 thousand administrative regulations for the provision of public services (Upornikova et al., 2020; Kalashnikov et al., 2023).

The issues of ensuring the accessibility of tourism for people with disabilities, as well as several important points in the provision of inclusive services are included in two important state documents defining the further development of tourism in the Russian Federation: the national project "Tourism and the Hospitality industry" and "Strategy for the Development of Tourism in the Russian Federation for the period up to 2035". The main directions of the state policy in the field of inclusive tourism, reflected in these documents, are systematized and presented in Figure 1.

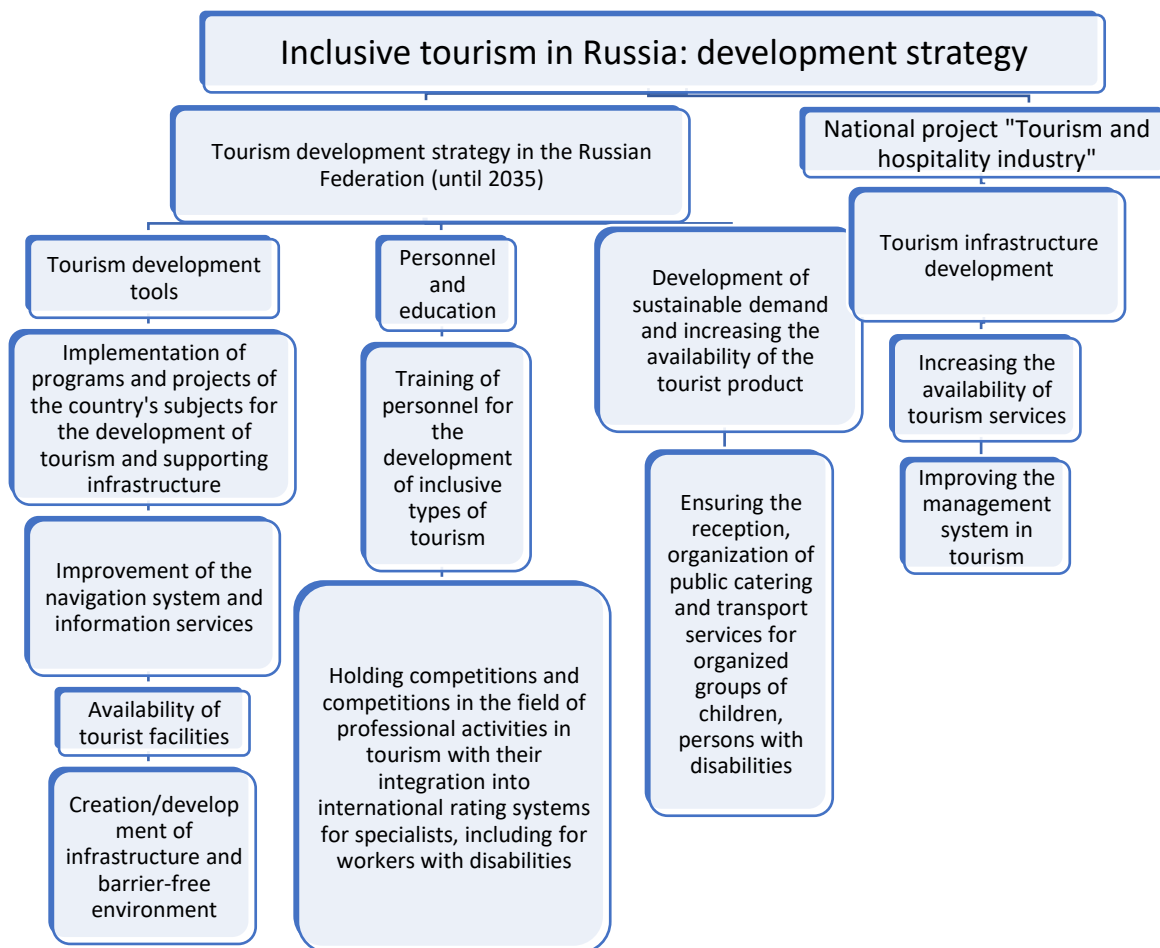


Figure 1. The main directions of state regulation of inclusive tourism in the Russian Federation

The key positions highlighted in the diagram create a unified concept for the development of inclusive tourism, which can be defined as a *strategic model* for the development of inclusive tourism in the Russian Federation.



In our opinion, the basic, tactical models of inclusive tourism development should be determined by the very understanding of disability and its characteristics.

Modern researchers distinguish two models of understanding disability – medical and social. The medical model was formed in the 19th century. According to E.V. Korosteleva (2012, pp. 89-90), it considers the physical and mental differences between people in terms of pathological abnormalities and defects.

A person with a disability within the medical model is a patient with deviant behavior. Such an understanding implies the need for medical correction, in some cases isolation, which naturally affects the possibility of integrating a person into society. Specialized boarding schools, boarding houses, sanatoriums, and educational institutions are created for people with disabilities. The medical model creates a lot of stereotypes and myths about people with disabilities (for example, disabled people are perceived as helpless or unable to start a family), which builds a barrier between disabled people and others.

The social model of understanding disability, which became popular in the middle of the 20th century, is opposed to the medical model. The authors of this model were people with disabilities themselves. In 1976, the Union of People with Physical Disabilities against Isolation put forward a new definition of disability: it is an obstacle or restriction of activity caused by the modern social structure, which pays little or no attention to people with physical defects and thus excludes their participation in the main social activities (Smolina & Telegina, 2016).

Thus, the basis of the social model is the need for the inclusion of disabled people in all spheres, granting them rights and freedoms on an equal basis with everyone for rehabilitation and, most importantly, activation of life potential, considering health restrictions.

Until recently, the medical model of disability prevailed, which determined the attitude of the authorities and society toward people with disabilities. People with disabilities were perceived either as a big problem or as people living somewhere in the background, in isolation. Following this approach, many of the resources necessary for a person for people with disabilities were not available: quality education, participation in economic life, tourism, and recreation, sports.

It is encouraging that the medical model of disability is gradually being replaced by the social model, and the task of society is to ensure equal rights, opportunities, and responsibilities and free choice, considering the special needs of persons with disabilities.

The social model of disability sees the reasons for the incapacity of people with various disabilities in the imperfection of the current legislation since its content was influenced by the medical model of disability.



Currently, the right of people with disabilities to a barrier-free environment, including freedom of movement and equal access to cultural and historical objects, is enshrined in several important documents of international law. The term inclusive tourism (tourism for all, barrier-free tourism, or accessible tourism) appeared in the 1980s.

The growing disability of the world's population creates a completely new situation where the development of the global tourism industry is impossible without expanding the segment of inclusive tourism in terms of adapting the infrastructure of tourist centers and facilities to the various needs of all people. The medical and social models outlined earlier in the work are the conceptual basis that allows us to understand how and with what mechanisms to develop such an important direction. Strictly speaking, the medical model reflects an exclusive approach while the social model reflects an inclusive approach to the integration of people with disabilities. The *inclusive approach* is based, first of all, on the inclusion of this category in society, the absence of distinctions, and the need to provide people with disabilities with the form of inclusion (full or partial) that best meets their needs and is accessible and useful for physical and spiritual existence and social and medical rehabilitation.

The exclusive approach, on the contrary, involves providing services for people with special needs, excluding or minimizing their interaction with other tourists.

Survey results

Based on the results of this study aimed to identify motivation among disabled people to travel, as well as to specify and define models for creating an inclusive tourism product, we observed the following.

87.5% of the respondents expressed a desire to travel, and 12.5% answered "I do not know". There were no respondents categorically opposed to travel.

To the question "How often do you travel?", we received answers that were predictable and corresponded to Rosstat data. 75.0% have no travel experience, 12.5% travel less than once a year, and 12.5% travel once a year; no respondents travel more than once a year.

Interesting results were obtained when identifying the geography of past and desired trips. 62.7% do not leave their region of residence. 37.5% do not travel in their region. 27.3% chose Moscow as a desired destination, 27.3% – the holy places in Russia, 18.2% – St. Petersburg, 18.2% – their region, and 9% – others.

The block of questions was aimed at identifying expectations from rehabilitation using inclusive tourism. Half of the respondents (50%) would like to get a good mood from trips,

25% – the opportunity to communicate, and 8.3% – to gain confidence in their abilities. Other expectations were highlighted by 16.7%.

The psychological state of tourists with special needs planning a vacation is also important for the organization of inclusive tourist services. The expected journey can cause fear and apprehension. This is exactly how half of the respondents feel.

Among the factors of tourist motivation, the first place was taken by new knowledge and impressions (60%), followed by active recreation (20%), health improvement and rehabilitation (10%), and beach holidays (10%).

The question concerning the models is fundamental for the organization of tours. The majority of the respondents prefer to travel with relatives – 55.6%; in the group of people with similar disabilities – 22.2%; with accompanying persons – 11.1%; no preference – 22.2%.

All respondents need help in organizing a trip – 55.6%, with information – 11.1%, and with technical means – 11.1%.

Based on the obtained data, we conclude that there are several models of an inclusive tourism product. They are based on two characteristics (factors): the degree of involvement of disabled people in society (full or partial inclusion) and the nature of involvement. We offer a schematic representation of a two-factor model of inclusive tourism development (Figure 2).

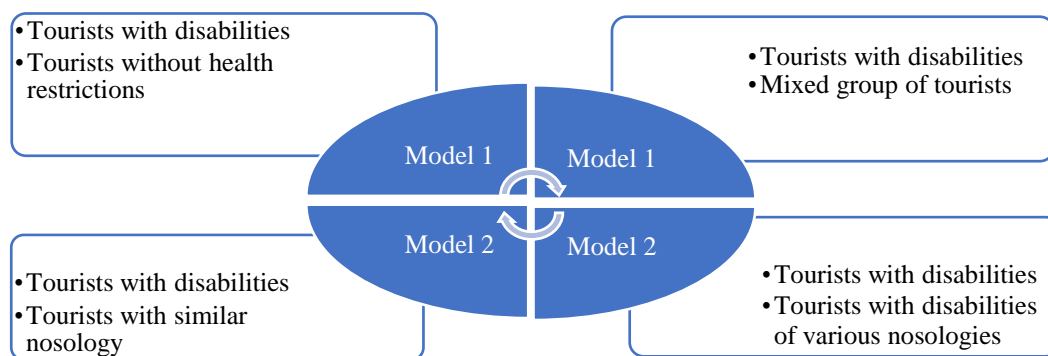


Figure 2. Two-factor model of inclusive tourism development

It can have a cyclical nature and, depending on the preferences of the target audience, change its character. Thus, by gaining some travel experience in a group of people with disabilities of the same nosology, tourists can take advantage of the opportunity to travel in a mixed group, etc.

In our opinion, the problem of creating concepts or models for the development of inclusive tourism is promising, insufficiently covered, and extremely important. Modeling as a



theoretical method of research allows abstracting from the specifics to capture the general, most important parameters of the phenomenon. Based on such theoretical constructions that have an objective nature, it is possible to widely apply them in practice, considering the specifics of the destination, region, target audiences, etc. Based on foreign publications, we identified two models proposed by scholars – managerial and technological. We proposed a version of the development of inclusive tourism based on two factors: the degree of inclusion and its nature. We defined this model as a two-factor model of inclusive tourism development.

The present study allowed us to draw an important conclusion that goes beyond the determination of models for the development of inclusive tourism. In particular, it sheds fresh light on an important problem facing society, which is the implementation of the legal rights of people with disabilities.

REFERENCES

Borisenko-Klepach, N. M. (2018). Osnovnye podkhody k otsenke ekonomicheskogo vkladu inkluzivnogo turizma: Zarubezhnaya praktika [Main approaches to assessing the economic contribution of inclusive tourism: Foreign practice]. In L. M. Gaidukevich (Ed.), *Sovremennye tendentsii razvitiya mezhdunarodnogo turizma v mire i Respublike Belarus v usloviyakh globalizatsii: Mat. mezhdunar. nauch.-prakt. konf., posv. 20-letiyu osnovaniya kafedry mezhdunarodnogo turizma f-ta mezhdunarodnykh otnoshenii Belorusskogo gos. un-ta, Minsk* [Modern trends in the development of international tourism in the world and the Republic of Belarus in the context of globalization: Proceedings of the international scientific and practical conference dedicated to the 20th anniversary of the founding of the Department of International Tourism of the Faculty of International Relations of the Belarusian State University, Minsk], Minsk, Republic of Belarus, October 12, 2018 (pp. 206-215). Minsk: Belarus State University.

Bowtell, J. (2015). Assessing the value and market attractiveness of the accessible tourism industry in Europe: A focus on major travel and leisure companies. *Journal of Tourism Futures*, 1(3), 203-222.

Buhalis, D., Darcy, S., & Ambrose, I. (2012). *Best practice in accessible tourism: Inclusion, disability, ageing population and tourism*. Bristol: Channel View Publications, 408 p.

Cassia, F., Castellani, P., Rossato, C., & Bacarani, C. (2020). Finding a way towards high-quality, accessible tourism: The role of digital ecosystems. *The TQM Journal*, 33(1), 205-221. <https://doi.org/10.1108/tqm-03-2020-0062>

Darcy, S., & Dixon, T. (2009). A lifetime approach to tourism: The rationale for affordable travel experiences. *Journal of Hospitality and Tourism Management*, 16(1), 32-44.

Darcy, S., Cameron, B., & Pegg, S. (2010). Accessible tourism and sustainability: A discussion and case study. *Journal of Sustainable Tourism*, 18(4), 515-537. <https://doi.org/10.1080/09669581003690668>



Dwyer, L., & Darcy, S. (2010). Economic contribution of tourists with disabilities: An Australian approach and methodology. In D. Buhalis, & S. Darcy (Eds.), *Accessible tourism: Concepts and issues* (pp. 213-239). Bristol: Channel View Publications

Gavurova, B., Suhanyi, L., & Rigelsk, M. (2020). Tourist spending and productivity of economy in OESD countries – Research on perspectives of sustainable tourism. *Entrepreneurship and Sustainability Issues*, 8(1), 983-1000. [https://doi.org/10.9770/jesi.2020.8.1\(66\)](https://doi.org/10.9770/jesi.2020.8.1(66))

Gillovic, B., & McIntosh, A. (2020). Accessibility and inclusive tourism development: Current state and future agenda. *Sustainability*, 12(22), 9722. <https://doi.org/10.3390/su12229722>

Kalashnikov, P., Kulanov, A., Nesipbekov, E., Kaishatayeva, A., & Kantarbayeva, S. (2023). Impact of State and Legal Regulation on the Sustainable Development of Agricultural Territories and Improving the Standard of Living of the Population. *Journal Of Environmental Management And Tourism*, 14(1), 82 - 88. [https://doi.org/10.14505/jemt.v14.1\(65\).08](https://doi.org/10.14505/jemt.v14.1(65).08)

Korosteleva, N. A. (2012). Sotsialnaya model invalidnosti, kak osnova formirovaniya tolerantnogo otnosheniya k invalidam [The social model of disability as the basis for the formation of a tolerant attitude towards the disabled]. *Vestnik Chelyabinskogo gosudarstvennogo pedagogicheskogo universiteta*, 8, 81-94.

Nyanjom, J., Boxall, K., & Slaven, J. (2018). Towards inclusive tourism? Stakeholder collaboration in the development of accessible tourism. *Tourism Geographies*, 20(4), 675-697. <https://doi.org/10.1080/14616688.2018.1477828>

Scheyvens, R., & Biddulph, R. (2018) Inclusive tourism development. *Tourism Geographies*, 20(4), 589-609. <https://doi.org/10.1080/14616688.2017.1381985>

Sharpley, R. (2020). Tourism, sustainable development and the theoretical divide: 20 years on. *Journal of Sustainable Tourism*, 28(11), 1932-1946.

Smolina, N. S., & Telegina, N. A. (2016). Sovremennye podkhody v opisani i reshenii problem invalidnosti [Modern approaches to describing and solving disability problems]. In E. V. Grunt, A. V. Merenkov, L. L. Rybtsova, & A. V. Starshinova (Eds.), *Kultura, lichnost, obshchestvo v sovremennom mire: Metodologiya, opyt empiricheskogo issledovaniya: Sbornik materialov konferentsii* [Culture, personality, society in the modern world: Methodology, experience of empirical research: Collection of conference materials], Yekaterinburg, Russia, March 17-18, 2016 (pp. 2226-2235). Yekaterinburg: Ural Federal University named after the first President of Russia B.N. Yeltsin.

Tlili, A., Altinay, F., Altinay, Z., & Zhang, Y. (2021). Envisioning the future of technology integration for accessible hospitality and tourism. *International Journal of Contemporary Hospitality Management*, 33(12), 4460-4482. <https://doi.org/10.1108/IJCHM-03-2021-0321>

Tsenina, E., Danko, T., Kiselev, V., Chaykovskaya, L., Epstein, N., Rauskiene, O., & Sekerin, V. (2022). Cluster Analysis of the Expenditures for Environmental and Technological Innovations in Sustainable Development Policy Formation. *Journal Of Environmental Management And Tourism*, 13(1), 63-74. [https://doi.org/10.14505/jemt.v13.1\(57\).06](https://doi.org/10.14505/jemt.v13.1(57).06)



Strelnikova, M., Ivanova, R., Skrobotova, O., Polyakova, I., & Shelopugina, N. (2023). Development of inclusive tourism as a means of achieving sustainable development. *Journal of Law and Sustainable Development*, 11(1). <https://doi.org/10.37497/sdgs.v11i1.273>

Upornikova, I. V., Zavyalov, A. A., & Kozlova, E. V. (2020). Pravovye aspekty razvitiya inklyuzivnogo turizma [Legal aspects of the development of inclusive tourism]. *Nauka i obrazovanie: Khozyaistvo i ekonomika; Predprinimatelstvo; Pravo i upravlenie*, 12(127), 79-82.

Yakimenko, M. V., & Ruseva, O. Z. (2021). Obzor sovremennogo sostoyaniya i perspektivy razvitiya inklyuzivnogo turizma v Rossii: Formirovanie kompleksnogo predstavleniya [Review of the current state and prospects for the development of inclusive tourism in Russia: The formation of a comprehensive view]. *Servis v Rossii i za rubezhom*, 15(3), 27-36. <https://doi.org/10.24412/1995-042X-2021-3-27-36>