



Accessible tourism through digital accessibility: A systematic literature review

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Structured abstract

Purpose. The number of people with disabilities or with special needs has increased worldwide. This is mainly due to the aging of the population and the global increase in chronic health problems associated with disability (World Health Organization, 2020). Tourism for all, and especially accessible tourism, is a generalized social demand that must be made possible by public authorities and companies in some way linked to the provision of tourist services (World Tourism Organization, 2016).

Theoretical framework. The extant theoretical framework requires more in-depth research not only on the main trends and topics that researchers have examined in the past, but also on the new challenges they will face in the future.

Design/methodology/approach. This study employed a Systematic Quantitative Literature review, based on SQLR method (Xiao & Watson, 2019), using the Scopus and WOS databases. The data was collected in August of 2021, using the search strings "web accessibility" or "accessible tourism" or "tourism accessibility" or "tourism marketing accessibility", and specific criteria for the inclusion and exclusion of articles. A total of 28 academic articles were found.

Findings. The results show that digital accessibility is a pending issue in this sector with significant accessibility problems or ignorance about its importance by the public involved in the tourism industry.

Research, Practical & Social implications. After applying an inductive content analysis method, research gaps and research opportunities can be found. This study will set the agenda on trends in digital accessibility in tourism.



Originality/value. This study provides a vision on the future of digital accessibility in the tourism sector and designs a research agenda.

Keywords. Accessible Tourism; Digital Accessibility; Systematic literature review; Scopus and WOS Databases.

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