



THE ROLE OF THE TOUR GUIDE IN DEVELOPING THE SPATIAL ABILITY OF PEOPLE WITH MOTOR DISABILITIES

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Article history:		Abstract:
Received:	20 th August 2023	This study addressed the role of the tour guide in developing the spatial ability of people with mobility disabilities, as they are a group that cannot be ignored in tourism. They have their own activities and their own mobility requirements, and they must be given the opportunity in application of the principle of equality and justice among tourists. In light of this, the main question arose (What is the role of the tour guide in developing the spatial ability of people with physical disabilities?) Expressed in a number of intellectual axes. Caring for people with physical disabilities represents one of the criteria for the success of the tourist trip in particular and people with disabilities in general. The researchers reached this conclusion through the study. To a number of recommendations, the most important of which are: the necessity of knowing methods for developing spatial ability in teaching directions, how to explain, and providing the possibility of touching objects for tourists.
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INTRODUCTION

An individual's motor development is a significant aspect of physical growth. It is essential for mental, emotional, and social development, as it contributes to his mental, social, recreational, and dynamic activities.

If the role of the guide in general is necessary and valuable for ordinary tourists, its benefit is more comprehensive and urgent for those with mobility disabilities. They are less able to move around in standard ways because their disability imposes on them by reducing their ability and reducing the entertainment opportunities available to them. Hence, it becomes necessary for the tour guide to provide them with services. It includes modified or adapted tools and means to assess the needs and desires of tourists with physical disabilities to help them quickly access tourist facilities.

Integrating people with disabilities into society and treating them equally to normal individuals is one of the most important goals of urbanization, and it is not limited to health care—still, even entertainment, legal, and accounting to achieve ease of life for people with disabilities.

PROBLEM OF THE STUDY

The tour guide plays a vital role in implementing the tourist trip for all tourists. Still, this group has yet to receive appropriate attention despite the availability of tour guides. However, the availability of people who can deal with this segment by providing services and meeting desires could be improved, in addition to the lack of attracting and encouraging this segment to travel to tourist destinations.

The absence or defect of motor skills for tourists with motor disabilities leads to disruption of the cognitive functions of place and route (lack of spatial ability), which is considered a significant obstacle. In light of this, the main question arose (What is the role of the tour guide in developing the spatial ability of people with motor disabilities?).

IMPORTANCE OF THE STUDY

The importance of the study is due to showing the role of the tour guide in developing the spatial ability of people with motor disabilities. Taking care of people with physical disabilities represents one of the criteria for the success of a tourist trip in particular and people with disabilities in general, because of its importance in the advancement of the tourism industry and thus leads to an increase in tourism demand and an increase in the tourist market share of the tourist destination. Therefore, the success of tourism guidance has become due to the services it provides to all tourists and meets their needs. And their desires. In addition to the knowledge that the study provides, it can provide

travel and tourism companies and organizations with the necessary information to improve tourism for people with disabilities.

OBJECTIVES OF THE STUDY

The study seeks to identify the services and facilities the tour guide provides to develop the spatial ability of people with motor disabilities and methods of dealing with them. Moving towards paying attention to this issue achieves several goals, including increasing tourist demand, exploiting tourists' leisure time, improving their health and psychological status, and developing the capabilities of tour guides.

METHODOLOGY

The study uses the descriptive and analytical approach to answering its central question. It explained the role of the guide and the obstacles and requirements of movement in tourist destinations.

Intellectual concepts of study

1- Tourist guide: We deal with tourism guidance as a craft and a professional specialty based on professional foundations and technical behaviors directly linked to explanatory features and behavioral traits for those who practice it. Tourist guidance is a specialized human behavior (Issa, 2013: 54).

The tour guide is the person assigned to lead the tourist group according to a specific time frame and at a particular cost (Mahmoud, 2007: 76). He is responsible for delivering the tourist group or tourist to the tourist destination with explanation and narration of information about the tourist destinations (Monther, 2008: 98). He is the one who accompanies the tourism group from the time it arrives until it leaves the host country and is fully prepared to provide assistance and advice to them (Al-Maliki, 2009: 76).

The guide accompanying tourists with mobility disabilities must have additional capabilities and knowledge and be familiar with the requirements and protests of people with disabilities, the necessary methods for dealing with them, simple treatment methods, and the role of personal safety and first aid (Kamal, 2013: 32).

One of the duties of the tour guide is to serve the tourists, facilitate their enjoyment of the trip, make the period of recreation successful and fruitful, and fulfill their ambitions and desires in a way that makes the tourism company achieve its goals and the success of the tourist trip (Al-Houri, 2013: 133).

2- Motor disability: The tourist with a motor disability suffers from various movement disabilities, including the inability to stand, impossible movements, involuntary movements, lack of balance, lack of coordination of activities, speech difficulties, auditory, sensory, and mental disorders, but to varying degrees, which requires intervention—attention from the tour guide during the implementation of the tourist trip.

The physically disabled person is a person who has a physical obstacle that prevents him from performing his motor functions as a result of a disease or injury that has led to muscle atrophy, loss of engine or sensory ability, or both in the lower and upper limbs at times, or an imbalance in motor balance or amputation of the limbs. This person is referred to medical, psychological, social, and educational programs to help him achieve his life goals and live as independently as possible" (Guide to Road Traffic Safety in Palestine, 2013: 10).

Motor disability states that it is "a deficiency or shortcoming in the human body. This disability leads to an impact on the individual's ability to move, or on the person's ability to coordinate body movements, or on his ability to communicate with others through written or spoken language. This disability also affects the individual's ability." On personal compatibility and learning" (Samara, 2008: 41).

3- Spatial ability: It is "the ability to evaluate the physical relationship between the body and the surroundings and to process changes in this relationship during its movements" (Fugeyrollas, 1998: 72). It is "perceiving the distance between the perceived person and the perceived thing, whether it is near or far, and perceiving the concepts (in front, behind, above, below), and perceiving the constancy of size (Hassan Mustafa, 2000: 130). It is "perceiving distances and dimensions accurately, perceiving length." Width, thickness, height, depth, and volume, as well as understanding the relationships between surface or solid objects and their similarities and differences, are related to realistic sensory perceptions (Khalil Mikhail, 1997: 164).

Neuropsychologists refrain from saying that a person suffers from a disorder in spatial ability in general without specifying in which area he is afflicted with it, as they are as follows (Mazeau, 1997: 169):

1- A person with a deficiency in the motor space/mental space orients himself with auditory guidance.

2- The person with deficiencies in the descriptive space/surrounding space navigates by manual guidance.

3- The person with shortcomings orients himself in the real space/symbolic space through auditory and manual guidance.

The importance of a tour guide for people with disabilities: All workers in the field of tourism services must be trained on how to deal with people with disabilities to meet their needs and satisfy them as required. When a tour guide deals with a tourist with a mobility disability, it is necessary to understand the nature of the disability and the degree of deficiency to know how and what level of services the tourist needs. At the same time, it is necessary to consider the matter's sensitivity, as the guide should not push a person with a mobility disability in a wheelchair without his knowledge. In their wheelchair, with patience in dealing with them, listening carefully to them, taking into account direct interaction, understanding requirements, and assisting to reach and satisfy the tourist in an ideal manner (Hammad, 2007: 89).

The place (tourist destination) consists of the perceptions that introduce us to the outside world and our bodies, including visual, auditory, and tactile information. Here comes the role of the tour guide in developing the spatial ability of people with motor disabilities so that an awareness is formed for tourists about the place in terms of the proximity or distance of things, in terms of road paths and the structure of the external world (Tasset, 1972: 14).

The tourist's motor response has four essential components that make his motor behavior consistent and sound (Badr El-Din, 2002: 55):

- 1- Psychological-cognitive component: The tourist appears to direct his attention towards the sensory stimuli conveyed by the guide and perceive them well.
- 2- Cognitive component: related to the mental ability that enables the tourist to plan movement during the tour.
- 3- Coordination component: coordination between sensory stimulus input and motor response (guide and tourist interdependence).
- 4- Personal component: relaxing and maintaining calm during the tourist tour.

The methods of the tour guide in developing the spatial ability of people with motor disabilities are (Al-Bawalis, 2000: 187):

- 1- Spatial orientation: The guide depicts how things appear to the tourist in terms of the general idea of the thing in its description and attributes.
- 2- Spatial relations: conveying to the tourist an awareness of the spatial connections between things in terms of similarities and differences.

Visual-spatial perception: Helping the tourist mentally process the bending of surfaces while walking or going up and down, or rearranging things such as the location of doors and chairs.

Mobility aids: There are four basic types of mobility aids for people with mobility disabilities, which are (Zeinab, 2018: 13-20):

- 1- Stick or crutch: A stick, crutch, or quadruped can be this tool simply, either with one crutch or with two crutches, depending on the type of functional injuries of the individual. We mention some cases of its use, such as fatigue and exhaustion, fractures, hemiplegia, heart disorders, and motor disability; it is also widely used by blind people to facilitate their movements (Louis, 1999: 26).
- 2- Movement aids or metal walking frame: Movement aids have legs or wheels that allow movement and walking by pressing the edge with both hands (Louis, 1999: 26).
- 3- Structured assistive devices: The goal of these devices is always to raise the body on the wrists to enable movement by directing a nervous fluid towards the lower extremities with a control system in a small computer, an alarm, and electrodes installed on the parts of the body in question. These devices work with the help of supports or supports. With crutches (Louis, 1999: 28).
- 4- The wheelchair: An essential tool in the movement of people with disabilities. A chair with four wheels enables people with mobility disabilities to move from one place to another. It can be used by the disabled person or assisted by someone (Akour, D.S., 16).

Requirements that help mobility: A physically disabled person who uses a wheelchair needs special facilities at the airport that enable him to move around the airport, starting with the car park, which must be close enough to the entry gate and contain certain specifications that will allow the disabled person to move into the airport quickly. It is as convenient as using devices at the airport, such as computers, which are used to purchase tickets or inquire about flights, the public telephone, and the automatic money dispensing machine (ATM). Other devices must be low and suitable for the disabled person in his wheelchair. The same applies to the various platforms at the airport, such as the travel documents examination platform, the inspection gate, and metal detection, which must have certain specifications that allow the disabled person to pass through them. The elevators at the airport must be equipped with a keyboard that is not high above wheelchair users. Some people with disabilities may need other facilities before boarding the plane and special facilities inside the plane, depending on the nature and severity of the motor disability and the devices or tools they use (Mustafa, 2020: 244).

The requirements of humans and users of buildings and public facilities have been identified as the level and conditions necessary for humans to live and work in comfort and safety by health standards and required economic qualifications (Al-Wara, D.S.: 1). To determine movement assistance requirements for people with motor disabilities, it is necessary to decide on the engineering measurements used for their functional requirements to ensure continuity of movement without the presence of obstacles and to find a means that addresses the rest of the senses that they rely on in their movement without relying on the help of others, which is (Zainab, 2018: 22-46):

- 1- Requirements for external movement assistance:

A - Pedestrian paths or sidewalks: The floors and surfaces of the paths or sidewalks must be rough to avoid slipping, and the construction materials used in them must be stable and solid, giving them a unique texture to help people with motor disabilities and limited vision feel the range of movement on the sidewalks ((Akour, D.S., 118). The quality of the flooring or the method of installing it must not constitute any obstacle. For example, none of its parts should protrude from the other, such as tiles protruding from one another. The height of the inscriptions on the floors should not exceed 5 mm, and the separations between the units should not be recessed to the point that they hinder the stick or wheelchair or cause the foot to stumble while walking. Pathways or sidewalks must be designed in a way that allows freedom of movement, and their dimensions should be determined according to traffic density, which is (Engineers Syndicate, 2014: 129):

1. When the pedestrian density is small (less than 30 people per minute), the width of the corridor should be 3.00 meters.
2. When the pedestrian density is medium (from 31 to 80 people per minute), the width of the corridor is 4.00 meters.
3. When the pedestrian density is high (from 81 to 120 people per minute), the width of the corridor is 5.00 meters.
4. When the pedestrian density is heavy (more than 120 people per minute), the width of the corridor should be 5.00 meters.

A - The feeling of safety and the middle islands: Some roads have a central island opposite the sidewalk slope. The route must be open on the center island for pedestrians and people in wheelchairs to benefit the sidewalk slope, which requires particular engineering dimensions. Because wheelchair users do not feel safe when the island's width is small, this width must not be less than 1.2 meters for it to be usable by this category of pedestrians. Still, it is recommended to be 1.5 meters because this makes the wheelchair user feel safer to cross—the road (Akur, D.S.: 17).

B - Ramps are surfaces inclined at a particular inclination that connect two characters with different levels. People with mobility disabilities use ramps. They can also be used by pregnant women, the elderly, and children, and they facilitate the movement of users of vehicles such as children's strollers and shopping carts. The floor of the slopes must have a rough, non-slip surface, and luminous colors and signs must be used on it. These floors must also be free of protrusions and obstacles obstructing movement (Engineers Syndicate, 2014: 35).

1. T - Urban furniture: Some road furniture, such as umbrellas and chairs, is a significant problem for people with limited mobility. For the safety of these people, road furniture must be placed outside the traffic path as much as possible. There are guidelines through which the impact of road furniture on the movement of this category of pedestrians can be reduced. We summarize it as follows (Al-Ghamdi, 2011: 15):
 - A. In the curved path, the height of the furniture must not be less than 3.1 m.
 - B. The minimum width of the sidewalk allowed to place urban furniture is 1.2 meters to 1.5 meters.
2. Tree and plant beds, monumental poles, billboards, and street signs must be placed away from the range of movement of people with mobility needs, especially those who use chairs and people with visual needs, as they obstruct their activities. It must also be considered that street signs and billboards must avoid touching the user's head. The sidewalk is recommended to be raised at least 2 meters above the sidewalk's surface.
 1. If sidewalks are provided with seats that people with mobility needs can use, their depth must not exceed 0.5 meters, and their height must not be less than 0.42 meters above the sidewalk level. They must also be provided with hand rests ranging between 0.2 meters and 0.25 meters above the seat level.
 2. Separate paths from the surrounding environment using stone borders or materials such as asphalt and grass cover.
 3. Providing sidewalks with audio traffic signals and regular movements to alert the visually impaired person when crossing the street.
 4. Any object hanging on a wall should not exceed 10 cm, and any protrusion or protrusion of an object on the pedestrian path must not be less than 90 cm in width so that blind pedestrians do not collide with it.

Waste containers must be installed using appropriate methods and in carefully selected locations in a way that does not impede the movement of people with mobility needs. It is not recommended to install them on the sidewalk, street lighting poles, or the outer border wall of the sidewalk. They must be installed independently and appropriately or use containers and baskets that can be installed on sidewalks away from the scope of movement.

At the intersection of two main roads, the corners of the sidewalks should be surrounded by barriers to prevent pedestrians from crossing between opposite corners and directing them to their lanes.

D- Public transportation: (Al-Fares, 2011: 34):

Bus transportation:

Front door elevator: This type and its location at the front of the bus is the most common, in which the front entrance turns into a small elevator for people who cannot climb stairs. It is a practical and fast type, as this transformation time only takes 30 to 40 seconds; it does not require Intervention by the driver, who can remain in his seat until people enter the bus.

Half-door elevator: This type comes in second place in terms of spread, but it is characterized by slowness, as it takes three to four times the time taken by the previous type. The driver must also get up from his seat to operate the lifting device, and this type of design requires a longer stopping distance at the bus stop, so incorrect stopping at the bus stop by other vehicles may prevent its use.

Low-floor buses are distinguished by their height from the ground by about 25 to 45 cm, meaning there is no need for a ladder to enter the bus. This type should be proportional to the height of the platform in the places from which passengers get on or off. The size of the forum should be about 25 cm.

Separate entrance to the bus: This type is not commonly used within cities, but it is widely used on buses between cities. It must be noted that the sidewalk ramp must be part of the bus stops so that pedestrians with wheelchairs can access the bus quickly. Paving the pedestrian walkway to the bus stop and removing furniture from the road may obstruct the view of this bus.

Transportation by taxi: It is impossible to provide an elevator for people with mobility disabilities in all cabs, but special taxis can be provided for this category.

Transportation by tram and metro: An elevator must be provided in the doors for people with mobility disabilities, equipped with ramps to serve wheelchairs and unique seating places for this category. Automated elevators must be provided at stations if there is a vast difference between the height of the road and the station.

A - The core of the parking lots: When designing parking lots for people with mobility disabilities, it is recommended to take the following into account (Al-Sheikh, 2007: 3):

- Allocating parking spaces for people with mobility disabilities in all public and private parking lots, with a minimum of two parking spaces, and in suitable, easily accessible places, as close as possible to the entrances and exits of the places they frequent.

- Parking lots for people with mobility disabilities must be distinguished from other parking lots by using their logo, and the floors of these parking lots can be painted with a unique color to indicate this. Indicative signs must also be installed to help them reach these parking lots with their cars and prevent others from using them.

The width of suitable parking spaces for wheelchair users shall be 3.6 meters, and the minimum length shall be 5.5 meters.

- A corridor must be linked to the corridor leading to the building entrance, provided that this corridor is free of obstacles and not exposed to vehicular traffic.

- Providing the sidewalks adjacent to the parking lots designated for people with disabilities with ramps to facilitate their movement to and from the car.

- The requirements for vehicle rotation, inclinations, etc., capacity, including the capacity of the adjacent road, traffic operation, requirements for adequate movement and traffic safety, including the possibility of traffic accidents involving vehicles and pedestrians, must be taken into account, as well as requirements for disabled drivers.

- If two adjacent parking lots are allocated for people with disabilities, the width of each can be 2.5 meters, with the addition of a space with a width of no less than 0.9 meters between them, and this width should be 1.2 meters.

B- Public health facilities: (Boujemaa, 2005: 70):

Health facilities must be located in places that are easily accessible, especially for wheelchair users, and ramps can be used to achieve this.

- There must be easy access to public health facilities, and avoiding using thresholds at the main entrances and doors must be considered.

- Take into account that the location of public health services is close to the parking lots and that there is the possibility of easy movement from the parking lots to them.

- Directional signs must be used to indicate the locations of public health services.

T- Gardens, parks, and public beaches: (Al-Maaytah, 2007: 54):

- Entrances and external services:

- ↳ Entrances to gardens, parks, and public beaches must be designed to allow people with chairs to enter freely, and ramps can be used for this purpose.

- ↳ Parking lots for people with mobility disabilities must be close to public parks, gardens, and beach entrances.

- Internal services:

- ↳ The design and organization of gardens, parks, and public beaches must allow easy access to all parts, with the display of informational signs showing the content of these gardens, and they must be of an available height.

- ↳ Public parks, playgrounds, and beaches must be provided with public health services.

- ↳ Public parks, playgrounds, and beaches must have benches suitable for people with mobility disabilities.

- ↳ The width of paths in gardens, parks, and public beaches must not be less than 1.2 meters, and these paths must be separated from planted areas using stone or concrete edges. Wheeled carts may also be provided at the entrance to the beach for use by people with mobility disabilities when moving around.

- ↳ The floor of the corridors must be of a type that does not cause slippage. At the same time, the bottom of the halls must allow people with mobility disabilities who use wheelchairs to push their chairs themselves.

1- Internal movement assistance requirements:

A - External entrances to various buildings: (Al-Maaytah, 2007:77):

- Allocate doors that open by simply pressing a specific button, taking into account their clarity and height so that they are accessible to those with limited mobility. In the case of using regular doors, there must be sufficient space in front of the door for movement and to open and close the door, at least 120 cm, and light doors that can be opened with little effort must be used.

The door openings at the entrances should be broad, not less than 0.9 meters wide, with sufficient space to maneuver wheelchairs, not less than 120 cm * 100 cm, and they should be 200 cm * 250 cm.

- Place chairs at the entrances of buildings for use, especially by wheelchair users, so that there is a distance of 30 cm between them and the wheelchair chairs.

- Providing sufficient lighting at the entrances of buildings, provided that the keys to use them are within their reach.

- Providing entrances with awnings, each of which must be at least 1.2 meters wide.

- Providing parking for electric wheelchairs in buildings designated for their use, providing electricity points to charge batteries, and placing suitable supports from one chair to another.

B- Passages: (Al-Maaytah, 2007: 45):

The width of the corridor must be at least 1.5 meters to enable movement, turning, or the passage of another person.

- Providing the corridor wall with handstands on both sides, at a height between 85 and 95 cm, which may be to guide people with limited or blind vision.

T- Slopes: (Al-Maaytah, 2007: 54):

The building must have slopes to move between different levels instead of stairs, with slopes not exceeding 5% and a width of not less than 90 cm when the corridor is allocated for more than one residential unit and 80 cm when the gallery is earmarked for a residential unit, and its floor must be solid and rough.

It is also possible to place temporary slopes used as solutions for existing buildings to heights not exceeding 60 cm, their slope ratio not exceeding 0.33, and their length not exceeding 200 cm.

A- The stairs: (Al-Maaytah, 2007: 54):

1. It should be easy for people who use crutches or need help moving, with the height of the stairs not exceeding 17 cm and the width not less than 30 cm.
2. The edges of the stairs should be round and not sharp.
3. Place warning signs at the beginning and end of the stairs.
4. The mechanical staircase can be used at no less than 120 cm.

Obstacles to tourism for people with mobility disabilities (Youssef, 2019: 44-46)

Worldwide, there are 670 million people with various forms of disabilities who face travel obstacles, such as difficulties at airports, inappropriate services, inaccessibility to tourist destinations, and an apparent shortage of tourism service providers capable of dealing with this segment, in addition to some other problems that It is represented by an evident lack of equipped planes, buses, hotel rooms, restaurants, taxis, and other services (Ghazal, 2014: 333.)

1. Obstacles to tourist destinations:

- i. The need for ramps to facilitate the entry and exit of tourists, in addition to many flights of stairs facing them in most tourist destinations (Latif, 2009: 97.)
- ii. Lack of toilets suitable for people with mobility disabilities.
- iii. There is no particular ambulance unit for people with disabilities in most archaeological and historical sites.
- iv. The abundance and complexity of security arrangements at the entrances to tourist destinations (Urban Communities Authority, 1995: 16.)
- v. Narrow entrances to checkpoints, which are difficult to pass through.
- vi. Difficulty in accessing the bathrooms due to either their distance, the difficulty of entering a wheelchair, their narrow space, or their location on the upper floors.
- vii. The museum artifacts are often higher than the eye level of people in wheelchairs.
- viii. Most roads are not suitable for entering tourist destinations.

2. Several obstacles stand in the way of developing tourism for people with disabilities, which are (Daniels, 2005: 920:)

.1Architectural obstacles related to the structural aspects of tourist destinations, including entrances and outside corridors, roads, floors, stairs, and ramps.

.2Service obstacles related to tourist services and facilities, such as bathrooms, elevators, and lighting.

.3Educational obstacles related to the educational qualification of the tour guide to deal with people with mobility disabilities and how to guide them and trade in archaeological areas in a correct way that does not harm them, in addition to rehabilitating the community and increasing tourism awareness in tourism for people with disabilities, including that they have the right to tourism like the rest of the neighborhood (Othman, 2000). : 206.(

1. Psychological problems related to how the tour guide or tourism service providers deal with them in a way that does not make them feel embarrassed or pity.
2. Obstacles to tourist transportation:
3. Narrow width of boarding and landing doors for tourist buses.
4. There are no elevators for people with mobility disabilities on tourist buses.
5. No open seats without armrests are designated for those with heavy weight (Aziz, 2013: 135).

CONCLUSIONS

The researcher reached a set of conclusions from this study, which are:

1- The category of people with physical disabilities is considered one category that needs special attention during the implementation of the tourist trip.

2- The role of the tourism company is more important than the tour guide's role in paying attention to these groups in its tourism programs and creating cooperation between the tourist, companion, and family for the success of the tourist trip.

3- Assessing the degree of the tourist's disability helps the tourism company and the tour guide determine how to assist him during the trip.

RECOMMENDATIONS

Based on the conclusions reached by the study, the researcher completes the research and scientific necessity with a set of recommendations, which are:

- 1- It is necessary to know how to deal with this category.
- 2- Increasing tourism awareness and knowledge about tourism for people with disabilities.
- 3- The necessity of knowing methods for developing spatial ability in teaching directions, how to explain, and providing the possibility of touching objects for tourists.
- 4- Tourism companies must meet the needs and desires of tourists and modify tourism programs to serve tourists with disabilities.
- 5- Conduct other studies on the spatial ability of tourists with mobility disabilities regarding the possibility of involving them in hunting, mountain climbing, and sports tourism.
- 6- The need to adjust tourist destinations to make them a suitable environment for tourists with disabilities.

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