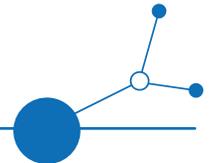


Accessible cross-border travel programme in the SI-HR-HU region

Slovenia - Croatia - Hungary



February 2026

Final report





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1. Introduction

The accessible cross-border travel programme was prepared by Slovenian, Croatian, and Hungarian partners within the CE-Spaces4All project, with the aim of motivating persons with disabilities to visit the rural border regions of Slovenia, Croatia, and Hungary: the Pomurje region, Međimurje, and Zala County. The programme was designed for independent travellers and aims to combine cultural heritage, gastronomy, nature-based experiences, educational tourism, and wellness services within a compact cross-border area.

Selected sights were tested in the field during previous activities together with persons with disabilities, or were already included in the travel programme in the Pomurje region (SI). Most sights, together with detailed specifications (measurements, photos, etc.), are included in the Web Accessibility Viewer, available at:

<https://spaces4all.gis.si/>.

The cross-border travel programme was pilot-tested between 19 and 22 February 2026 by a wheelchair user and their companion. The primary objective of the pilot testing was to assess the level of accessibility for persons with disabilities, focusing on:

- Physical accessibility of buildings and outdoor spaces
- Accessibility of accommodation facilities
- Accessibility of wellness areas
- Communication accessibility and signage
- Staff preparedness and service quality
- Logistical feasibility and travel rhythm

The overall programme was assessed as good and engaging. Most locations were largely accessible for persons with mobility impairments and can be recommended also to other persons with disabilities, although assistance may be required in some cases.



2. Accessible cross-border travel programme in the SI-HR-HU Region

DAY 1 - HR: Međimurje → HU: Lenti

Overnight: Hotel Panorama, Prelog

10:00 - Arrival in Čakovec

10:15 - 11:30 - Visit to the Museum Treasury of Međimurje, Čakovec

12:00 - 13:00 - Arrival at the Center "Between Two Waters", guided tour

13:40 - 15:00 - Lunch and check-in at Hotel Panorama, Prelog

15:00 - 16:00 - Visit to Marina Prelog (near the hotel, coffee and walk)

16:15 - Free time at Hotel Panorama

19:00 - Dinner and overnight stay

DAY 2 - HU: Lenti → Keszthely → Kis-Balaton → SI: Moravske Toplice

Overnight: Hotel Balance, Lenti

08:00 - 09:00 - Breakfast and hotel check-out

09:00 - 10:30 - Departure for Keszthely

10:30 - 12:15 - Visit to Festetics Palace, Keszthely

12:15 - 12:30 - Short walk/transfer to the restaurant

12:30 - 13:45 - Lunch at Tompos Restaurant (Tompos Étterem), Keszthely

13:50 - 15:00 - Short transfer to the Lake Balaton promenade

15:00 - Departure for Lenti

16:15 - Arrival in Lenti and check-in at Hotel Balance Lenti

16:30 - Free time (optional: use of the hotel swimming pool)

19:00 - Dinner and overnight stay



DAY 3 - SI: Lendava / Renkovci → HU: Lenti

Overnight: Hotel Balance Lenti

09:00 - Departure for Lendava

09:30 - 10:30 - Visit to Vinarium Tower, Lendava

10:45 - Departure for Renkovci

11:15 - 12:30 - Visit to Lušt (organized tour)

12:30 - 15:00 - Lunch at Kodila Restaurant

15:15 - Departure for Hotel Balance

15:45 - Free time (optional: use of the hotel swimming pool)

19:00 - Dinner at Hotel Balance and overnight stay



3. Accessibility information and testing of the travel programme

The accessibility foundations of the SI-HR-HU cross-border programme are largely in place. Most locations are accessible and can be recommended to persons with disabilities, although some require assistance (water entry in hotel pools).

With targeted improvements in wellness accessibility, communication tools, and logistical optimization, the programme has strong potential to position itself as a model of inclusive cross-border tourism in Central Europe.

Day 1 - Međimurje (Croatia)

Treasury of Međimurje, Čakovec

Physical Accessibility:

The facility is fully adapted for persons with disabilities. The entrance is step-free and accessible. An elevator provides unobstructed access to all floors and exhibition areas. Circulation space within the exhibition allows comfortable wheelchair maneuvering.

Sanitary Facilities:

Accessible toilet facilities are available and properly equipped.

Communication Accessibility:

The museum has a systematically implemented accessibility system. Braille signage is available for blind and visually impaired visitors. Exhibition content is adapted for deaf and hard-of-hearing visitors. Interpretation is inclusive and follows high accessibility standards.

Assessment:

One of the best-equipped cultural sites in the region. Highly recommended for independent visits by all disability groups.

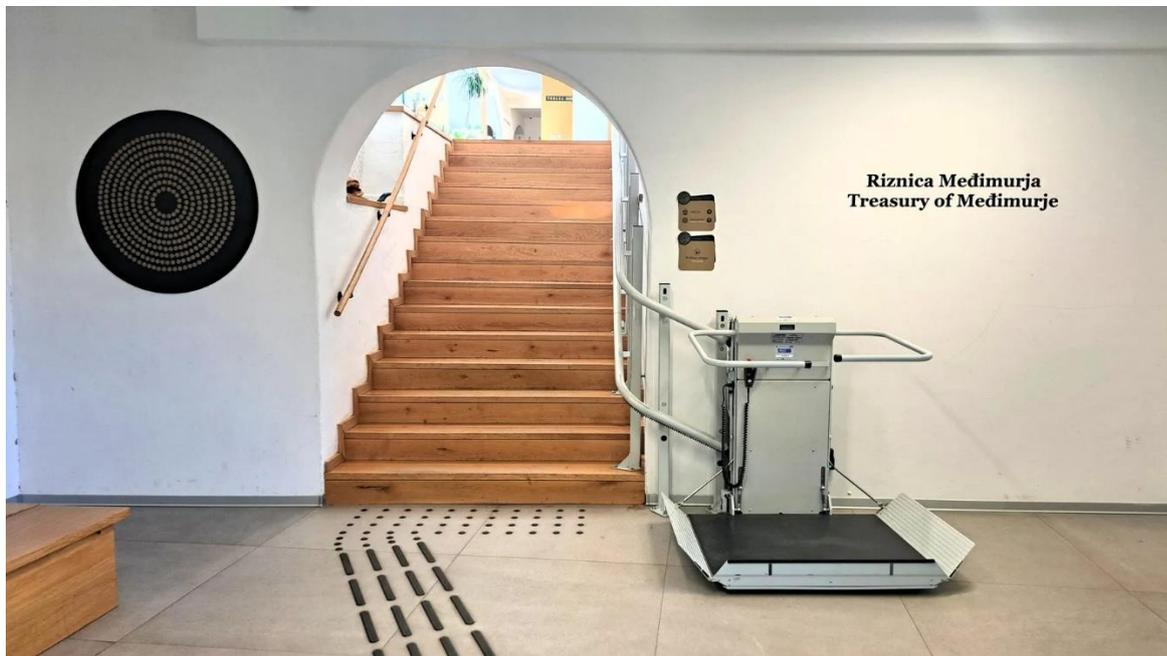


Figure 1: Treasury of Međimurje lift



Figure 2: Text in Braille



Hotel Panorama, Prelog

Entrance and Common Areas:

The hotel entrance is completely barrier-free. Movement through the reception and restaurant areas is smooth and unobstructed. Corridors are wide enough for wheelchair users. The hotel has 30 rooms that are fully accessible to persons with physical impairment.

Sanitary Facilities and Rooms:

Access to sanitary facilities is fully barrier-free. The space allows easy wheelchair maneuvering.

Service Quality:

Professional approach and high level of accessibility awareness.

Assessment:

Excellent accessibility and suitable for group visits.

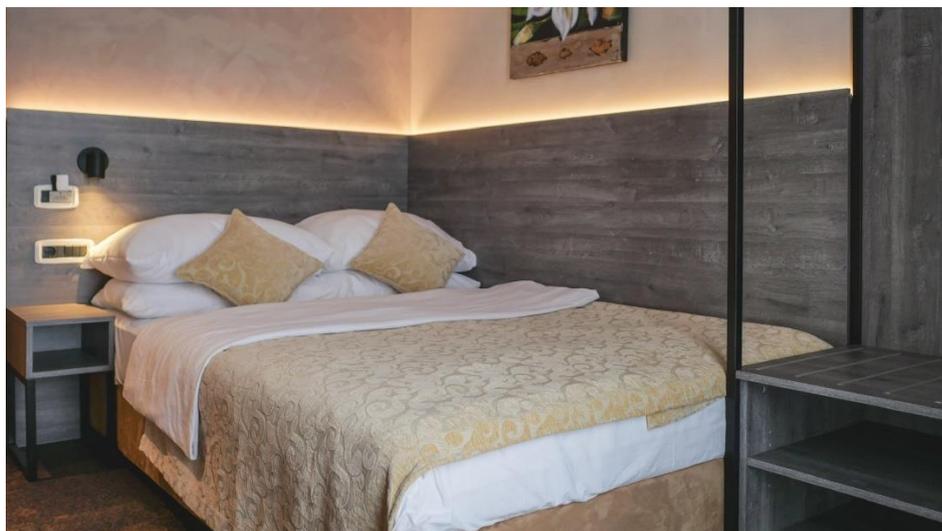


Figure 3: Hotel room

3.1.3 Marina Prelog

Parking:

The parking area has been asphalted, significantly improving vehicle access and transfer from vehicle to wheelchair.

Promenade:

The promenade surface consists of gravel, which makes independent wheelchair movement difficult. While the location is attractive and arrival is accessible, the



promenade itself requires assistance for wheelchair users. Asphalted sections near the facilities can be used as an alternative.

Assessment:

Accessible arrival; limited independent outdoor mobility.



Figure 4: Marina outdoor

3.1.4 "Med dvema vodami" Centre, Križovec

Physical Accessibility:

The centre is accessible. All parts of the multimedia exhibition are easily reachable by wheelchair users.

Communication Accessibility:

Content is adapted to different visitor groups, ensuring inclusive interpretation.

Assessment:

An excellent educational tourism location and fully accessible.



Figure 5: Museum Med dvemi vodami



Figure 6: Interior Med dvemi vodami

Day 2 - Keszthely and Lenti (Hungary)

Festetics Palace, Keszthely

Access Route:

The route from the parking area is gravel but allows wheelchair movement.



Entrance and Interior:

The building includes an elevator providing direct access to the exhibition areas, enabling barrier-free visits.

Ticket Office:

There is a small step on the inside of the ticket office, representing a minor barrier.

Sanitary Facilities:

Accessible toilet available.

Communication Accessibility:

Accessibility signage is available only for the toilet and souvenir shop. There are no Braille inscriptions or assistive devices for visually impaired visitors.

Staff:

Friendly and welcoming. However, most staff speak only Hungarian; a few speak German or English, creating a language barrier for some visitors.

Assessment:

Accessible with minor physical barriers and limited communication accessibility.



Figure 7: Palace library



Figure 8: Guidance in the museum



Figure 9: Entrance to the park

Tompos Étterem Restaurant, Keszthely

Entrance and Interior:
The entrance and interior are level and barrier-free.



Sanitary Facilities:
Restroom is fully accessible.

Communication Accessibility:
No specific signage for persons with disabilities.

Staff:
Very friendly and professional. A reserved seating area adapted to specific needs was provided.

Assessment:
Fully recommended and a positive example of inclusive hospitality.



Figure 10: Restaurant area

Lake Balaton (Promenade)

Due to snow during the testing period, access to the lake and promenades was not possible. Therefore, a detailed accessibility assessment of the lakeshore could not be conducted.

Hotel Balance, Lenti

Entrance and Rooms:
Entrance, room and sanitary facilities are fully adapted for wheelchair users.

Wellness Area:
The wellness space is accessible; however, entry into the pool is not possible independently due to stairs. There is no ramp or pool lift available.



Communication Accessibility:
There is a lack of signage and markings.

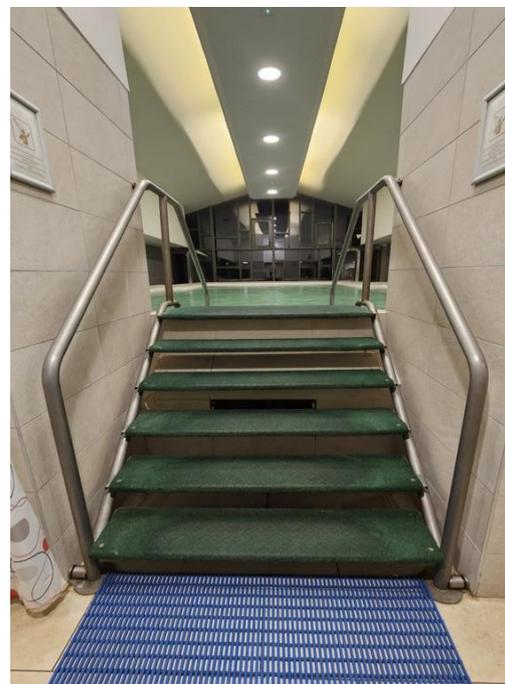
Assessment:
Structurally accessible accommodation; pool access requires assistance.



Figure 11: Parking area



Figure 12: Hotel pools





Day 3 - Lendava - Renkovci - Moravske Toplice (Slovenia)

Lušt, Renkovci (Greenhouses - Tomato Production)

Physical Accessibility:

Fully accessible entrance, interior spaces and sanitary facilities.

Communication Accessibility:

Only the parking area and restrooms are marked. No additional tactile or assistive communication tools are provided.

Staff:

Very friendly. The presentation was clear and appropriately adapted.

Assessment:

Highly recommended educational and experiential location.



Figure 13: Lušt bar

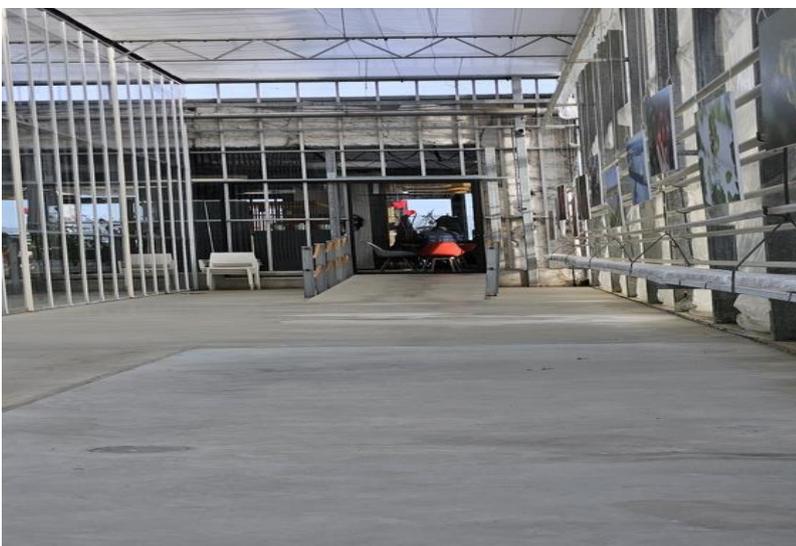


Figure 14: Greenhouse



Figure 15: Tomato exhibition

3.3.2 Vinarium, Lendava (Observation Tower)

Parking:

The designated accessible parking space was covered in snow during testing; however, access was possible from other parking areas.

Entrance and Vertical Access:

Fully accessible and barrier-free. Elevator provides access to observation level.

Sanitary Facilities:

Accessible restroom clearly marked.

Communication Accessibility:

Well marked, with separate elevator entrance.

Additional Note:

Entry is free for holders of the European Disability Card and their companion; this benefit should be more clearly highlighted.

Assessment:

Fully accessible and suitable for independent visits.



Figure 16: Entrance to the elevator



Figure 17: On the top of the Vinarium

Kodila Restaurant, Markišavci

Vertical Access:

The restaurant is located on the upper floor and accessible via elevator.

Internal Layout:

Internal stairs divide the dining area, making part of the restaurant inaccessible to wheelchair users.



Sanitary Facilities:
Accessible restroom available.

Communication Accessibility:
No signage directing guests to the elevator, which is located at the back of the building.

Staff:
Excellent service and high level of helpfulness.

Assessment:
Accessible with minor internal layout limitations; improved signage recommended.



Figure 18: Restaurant area



Figure 19: Entrance



Mobility and access to the region

The most recommended way to travel from Zagreb airport to Međimurje for a wheelchair user is individual accessible transport, such as a private van equipped with a ramp or lift, or an adapted passenger car. The route runs from Zagreb via Varaždin to Čakovec, Prelog, or Sveti Martin na Muri, with an average travel time of approximately one hour and forty-five minutes to two hours. This option ensures uninterrupted and safe wheelchair travel without transfers and allows full flexibility in planning departure and arrival times. Moreover, individual accessible transport is the only option that enables a comfortable and feasible visit to all planned attractions, including rural areas, wine routes, and viewpoints, while also providing easier access to accommodation facilities, restaurants, and tourist sites. For these reasons, this option represents the only fully viable and comfortable solution for the implementation of the entire programme.

Travel by public transport is only partially possible and involves several limitations. Rail travel from Zagreb to Čakovec is available with departures from Zagreb Main Railway Station; however, advance notification to HŽ Passenger Transport is required at least 48 hours in advance in order to arrange assistance. On certain services, low-floor carriages with boarding ramps are used, allowing wheelchair access. Nevertheless, railway stations in smaller towns are not always fully accessible, assistance depends on staff availability, and the number of daily connections is limited. Upon arrival in Čakovec, continuing the journey by bus to other locations further reduces reliability, as only some routes operate low-floor buses, services are infrequent, and several attractions—such as Štrigova, Križovec, and Sveti Martin na Muri—are not directly accessible by scheduled public transport. Consequently, public transport cannot be considered a suitable option for a comprehensive and time-efficient visit to the planned destinations.

Mobility between sites in Međimurje

In Međimurje, wheelchair-accessible travel between selected locations is partly possible by scheduled public transport, as the area is served by a regular bus network that includes accessible, low-floor vehicles. However, accessible buses are not available on all routes and services are limited in frequency. For this reason, relying on public transport may reduce flexibility and comfort, and the use of individual accessible transport is a suitable option for this programme.

Mobility between sites in ZALA county

To ensure safe and convenient wheelchair access between the locations and to the sites themselves, we recommend using an accessible individual



transport option (e.g. private car/car rental or an accessible taxi). Travel by scheduled public transport is partly possible between Lenti and Keszthely; however, accessibility and the comfortable, reliable access to the sites cannot always be guaranteed, therefore individual accessible transport is considered the most suitable option for the programme.

Mobility between sites in Pomurje region

The two locations are located in the Pomurje region and can be visited within the same day. For wheelchair users, the most reliable way to travel between Vinarium (Lendava) and Lušt (Renkovci) is by pre-arranged accessible private transport, such as a wheelchair-adapted taxi, van, or project partner vehicle, as public transport accessibility depends on vehicle type and timetable and cannot be consistently guaranteed. Travel time by car or van is approximately 20–30 minutes.

Although public bus connections exist, they are not reliably accessible on all routes. Therefore, the itinerary should clearly recommend pre-booked accessible transport for independent wheelchair users. Very good cooperation has been established with local disability organizations, particularly the Association of Paraplegics of Murska Sobota, which, with prior notice, can provide appropriately adapted vehicles for the safe transport of wheelchair users.

Both locations are suitable for inclusion in an accessible itinerary. Any remaining accessibility limitations will be clearly described in the programme, along with information on available assistance. The facility managers involved in the pilot testing are aware of accessibility needs and are prepared to arrange appropriate solutions for visitors with different types of disabilities.



5. Overall assessment and key findings

The cross-border programme implemented within the SI-HR-HU region represents a well-conceived, content-rich and structurally coherent tourism product that successfully integrates cultural heritage, gastronomy, natural attractions, educational experiences and wellness services within a relatively compact geographical area. Designed primarily for independent travellers, the programme also demonstrates significant potential for the development of inclusive and accessible tourism.

From an accessibility perspective, the overall assessment is positive. The majority of indoor facilities included in the programme meet a good or very good standard of physical accessibility. Elevators, ramps and adapted sanitary facilities are generally available, enabling wheelchair users to access exhibition spaces, restaurants, visitor centres and hotel common areas. Structural accessibility of entrances and circulation areas is largely ensured, allowing for relatively smooth movement throughout the core programme locations.

The strongest examples of comprehensive accessibility were observed in cultural and educational institutions where accessibility was integrated systematically into the design and interpretation of the space. In such cases, accessibility is not treated as an additional element, but rather as an integral part of the visitor experience. This approach significantly increases the level of independence and dignity for persons with disabilities and represents a model of good practice within the region.

Accommodation facilities demonstrate an overall good level of structural accessibility, particularly in common areas such as receptions, corridors and restaurants. However, certain functional gaps were identified within guest rooms and wellness areas. The absence of pool lifts in wellness facilities prevents independent access to water for wheelchair users, which limits full participation in the wellness experience. In addition, the lack of shower chairs and properly installed grab bars in some bathrooms reduces functional autonomy and may require assistance. These elements are essential not only for compliance with accessibility standards but for ensuring real usability and independence.

Outdoor environments present a more complex challenge. Although arrival points and parking areas are mostly accessible, the presence of gravel surfaces on promenades and access paths significantly restricts independent wheelchair mobility. Such surfaces can be manageable with assistance, but they reduce autonomy and increase physical effort. Seasonal conditions during the testing period, including snow, further emphasized the importance of consistent maintenance of designated accessible parking spaces and walkways to ensure year-round usability.

Communication accessibility varies between destinations. While some locations demonstrate high-quality inclusive interpretation, others rely primarily on basic signage without tactile markings, Braille, or additional assistive tools. The absence of multilingual interpretation and occasional language barriers in cross-border destinations may also affect the overall visitor experience, particularly for independent travellers who rely on clear guidance and information.



One of the most consistently positive aspects of the programme was the attitude of staff across all three countries. Hospitality personnel and guides were generally welcoming, helpful and willing to assist when needed. This human factor plays a crucial role in shaping the accessibility experience and often compensates for minor infrastructural shortcomings. Nevertheless, additional staff training in operating accessibility equipment and in understanding functional needs of different disability groups would further strengthen service quality and visitor confidence.

From a logistical perspective, the frequency of travel between destinations slightly reduces overall comfort, particularly for wheelchair users and travellers requiring additional time for transfers and room adjustments. While the cross-border concept adds value through diversity of landscapes and experiences, reducing the number of accommodation changes and using one hotel as a base for multiple excursions would significantly enhance comfort, decrease physical strain and improve operational efficiency.

In conclusion, the SI-HR-HU cross-border programme possesses strong foundations for positioning itself as an inclusive tourism product within Central Europe. Physical access to buildings and core services is largely ensured, and the overall structure of the programme is balanced and diverse. The main improvements required are technical and operational rather than structural: installation of pool lifts, upgrading bathroom equipment, improving communication accessibility tools, enhancing signage clarity and optimizing travel logistics.

With these targeted adjustments, the programme has the potential to evolve into a model example of accessible cross-border tourism, aligned with contemporary European standards of inclusive, sustainable and user-centred travel.