

Inclusive Tourism: Exploring Tourism Constraints from a Text-mining Approach

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ABSTRACT

Inclusive tourism refers to the benefits derived from providing everyone with integrative experiences and links it to collaborative processes among stakeholders. These processes enable people with different needs to enjoy tourism products and services independently, equitably, and with dignity through universal design (Buhalis & Darcy, 2011). In the 1980s, early research on accessible tourism can be linked to leisure literature, as it focused on analyzing the participation or lack of participation of different individuals in various leisure activities. In this regard, the aim of these first research efforts was to describe and justify the exclusion of different individuals from these experiences, whether it was due to socioeconomic reasons, abilities, or other factors. Consequently, the primary component analyzed to understand these segregating experiences was barriers or constraints. Barriers or constraints were then considered inhibitors of abilities and participation (Jackson, 1988), they are normally classified into three types of barriers: intrapersonal, interpersonal, and structural (Smith, 1987; Crawford & Godbey, 1987).

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