

# INCLUSIVE TOURISM OF PICNIC GROVE TAGAYTAY: BASIS FOR A PROPOSED ENHANCE ACTION PLAN

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**Abstract:** Inclusive Tourism is tourism for all regardless of anyone's condition the application of Universal Guidelines on Inclusive Tourism applies to all different tourism establishment however not all of the factors in Universal Guidelines. The study explores the performance of Picnic Grove located in Tagaytay City, which is a public park in complying with the guidelines on inclusive tourism. The study is qualitative and uses expert sampling through direct observation using the universal guidelines on inclusive tourism and an interview with the tourism officer of City of Tagaytay the result shows that the Picnic Grove have mostly comply with the guidelines of inclusive tourism however there is a lack of signage, lack of handrails and railings on the pathways, lack of other payment method for food services and retail, lack of bike storage, lack of a proper rating scale and stakeholder participation and a lack of training of the staff towards inclusive tourism. Other issues highlighted are the fading crosswalk, mode of transportation, absence of parking marks and the bumpy and cracks present in the motorcycle parking.

**Keywords:** Inclusive Tourism, Picnic Grove, Public Park, Tagaytay.

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## 1. INTRODUCTION

People Travel for all reasons – adventure, relaxation, or escape. But one thing that all travel has in common is that it is transformational. It changes the way we think, the way we see the world, the way we feel about ourselves. These are generalizations, but let's drill down into specifically why people love to travel. Travel makes us happy and fills us with wonder. They take joy in memorable moments like watching smiling children perform their cultural heritage dance, or seeing amazing sights. Travel takes us out of our comfort zone. New situations force us to adapt and learn. It can be as simple as recognizing foreign currency denominations or something a bit more complicated like navigating a new city's transportation system. Travel can push us to our limits with physical challenges like hiking the Inca Trail or frustrating obstacles such as delayed flights. But whatever the hurdle, when we succeed, they feel the pride of achievement. Travel helps us understand ourselves and our world. It lets us see why some cultures do things differently, which makes us more compassionate and empathetic to "strange" ways. As we learn about other values and beliefs, we come to celebrate the differences, rather than be afraid of them.

The tourism industry is a growing industry that highlights the means of notable customer services and its continuous improvement with enhancing their PWDs facilities and it also helps them to improve and by now, tourism industry will learn that persons with disabilities have equal rights when it comes to services, opportunities, independent travel, accessible facilities, trained staff, reliable information and inclusive marketing and for the demand for accessible tourism, it is seen as opportunity rather than an obligation, and if tourism industries wants to maintain and sustain their competitiveness, they must support, improve and develop their facilities not just for persons with disabilities but for everyone and also according to the most recent and all-embracing approach to what Accessible Tourism means, it is increasingly obvious that the benefits of accessibility do not solely impact people with disabilities but rather the whole population (Münch, and Ulrich, 2018).

These recommendations indicate the appropriate measures in order to ensure that persons with disabilities have access, on an equal basis with everyone, to the physical environment, transportation even with information and communications, including computer systems and information and communications technology, and other services and facilities open to the public or for public use, in urban areas as well as rural and coastal zones (Biddulph and Scheyvens, 2018).

Persons with Disabilities comfort satisfaction is an evaluation based on their demands and they are more satisfied if the said attractions meet their expectation. Satisfaction for customer is important because inclusive tourism is for all, not just for the ordinary people but also for persons with disability. And this proposal helps the said businesses and attractions because it also helps them to improve and gain more tourists or customers (Cedro, 2016).

Persons with disabilities access requirements are increasingly searching for a place in tourism activities, and in response, this proposal will help them to achieve their needs and help them to enjoy tourism activities because tourism is for all. "Accessibility is a central element of any responsible and sustainable tourism policy. It is both human rights imperatives, and an exceptional business opportunity, and according to the UNWTO, sustainable tourism can be defined as: "Tourism that takes full account of its current and future economic, social and environmental impacts, addressing the needs of visitors, the industry, the environment and host communities" also "Above all, we must come to appreciate the accessible tourism does not only benefit persons with disabilities or special needs; it benefits us all." (UNWTO,2018)

However, the concept of Inclusive Tourism can be applied to all of the establishments that offers tourism services either it can be in food and retail, accommodations such as hotel and other providers, leisure and destinations such as themed parks, museums and public parks (Rowett, 2016), the concept of the Inclusive tourism does not only apply to the tourism establishment but also this is also applied to the potential customer itself such as PWD, Pregnant and Senior Citizens, as these groups have special needs therefore there is also a need to cater to the needs of these sectors of society in order to make the Inclusive Tourism idea satisfy as tourism for all.

There has been a lack of stakeholder participation in decision making process such when it comes to the Inclusive tourism in the Philippines examples are the local resident's and even representatives of persons with disability are excluded from the decision-making process in tourism planning this in turn have generate problems for tourist destinations for example was the Boracay Island (Tan,2018).

Other issues present with the Inclusive tourism shows that when it comes to the application of the Inclusive Tourism in the restaurants there has been a lack of consideration for people that have different conditions such as PWD, Pregnant and Senior because of the lack of attention when it comes to inclusive tourism aspects such as ramps and steps, seating capacity and bike storage have been neglected for the customers with different conditions (Linaja et. al, 2020).

While the application of Inclusive Tourism in Hotel otherwise also shows a lack of consideration when it comes to guest rooms and restrooms and the signages in which some of the hotel management does not pay attention to these because of the lack of consideration to customers with special needs therefore not all of the hotels could be satisfy to follow the guidelines when it comes to Inclusive Tourism (Villamayor et. al, 2019).

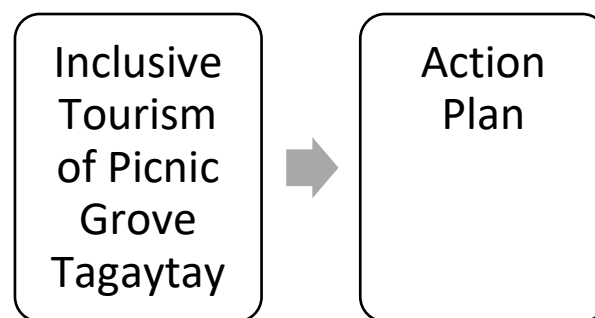
Inclusive tourism when it comes to the parks are considered as recreation facilities in which in the United States of America there are Public Parks Certification in which they certified parks that comply with inclusion to persons with disabilities organized by the NRPA (National Recreation and Parks Association) example of this parks can be found in public parks in Austin, Texas Minneapolis, Minnesota and Prichard, Alabama just to name a few (NRPA, n.d)

In the Philippines there have been a lack of central authority when it comes to inclusion with PWD and recreation however under the law of R.A 7277 (Magna Carta of Disabled Persons) they should have access to recreation such as parks in which this could be translated that parks should accommodate this kinds of people in which there should be a consideration for them in the design and adopting some standards for person with disabilities which somehow can be observe in Rizal Park in Manila.

The legal basis for the study of the inclusive tourism in the Philippines is the R.A 9593 the law is also known as Barrier-Free tourism program which initiates the improvement of the policies for the person with disability for inclusive tourism the agency that is responsible in making the guidelines and improvement of the policy is the NCDA (National Council on Disability Affairs) (OfficialGazette.gov.ph, n.d).

Tagaytay is a popular holiday town south of Manila on the Philippine Island Luzon. Known for its mild climate, it sits on a ridge above Taal Volcano Island, an active volcano surrounded by Taal Lake. And Tagaytay is a second-class city in Cavite and it is also known as one of the tourist spots here in the Philippines. Since the city of Tagaytay is famous for the tourist attractions and a tourist destination such as Skyranch, the Puzzle Mansion and the Picnic Grove. The picnic grove is located near the Tagaytay- Sta. Rosa Road is classified by the local government of city of Tagaytay as a Public Park in Tourism strip area and an Ecological Tourism area (Tagaytay Demographic Profile, 2017).

According to the research that follow the concept of Universal Design Guide for Inclusive Tourism. The customers/ tourists expect that they helps create social sustainability by providing safe and convenient access to places, products, and programs. Universal design helps create social sustainability by providing safe and convenient access to places, products, and programs. It promotes health, wellness, and inclusion by providing opportunity for as many people as possible. (Rains, 2018)



**Figure 1: Conceptual Framework**

The figure above shows the conceptual framework of the research which shows the conceptual framework in which the inclusive tourism of the picnic grove Tagaytay observation will affect the action plan that will be proposed by the researchers.

When people hear the word “accessible” attached to tourism they think they can have a pretty good idea what that means. This is the problem. Almost everybody thinks they know what It means but, since it has never been fully defined, almost everybody has invented their own personal definition. That is a recipe for disaster. It is possible for a place to be accessible while the activities taking place there or the attitudes of those employed there remain grossly exclusionary.

Universal design grew from the priorities of human-centered design and social goals of civil rights movements, dating back to the 1960s and 1970s. These ideas included: affordable housing, urban revitalization, mental health, aging, and early childhood education. Several definitions of universal design have since emerged, but they all share the same goals: social inclusion, equality, and independence for the entire population. Inclusive tourism is not about offering special or separate assistance, it is about putting people first and recognizing that all people are unique in their abilities. Being inclusive doesn’t require you to be an expert in disabilities.

The propose study would like to assess the inclusion tourism performance of the Picnic Grove of city of Tagaytay. Using the concept of universal guide for inclusion tourism. The study seeks to answer the following questions:

The study aims to answer the following questions specifically:

1. How Does the Picnic Grove Tagaytay perform in terms of Inclusive Tourism based on:
  - a. Basic Access Consideration
  - b. Pathways and Roads
  - c. Restrooms
  - d. Food Service and Retail

- e. Leisure Venues and Locations
- f. Transportation
- g. Parking
- h. Lightning

2. How does the local government of Tagaytay respond when it comes to the education, training and communication to the public aspect of inclusive tourism?

3. Based on the findings what action plan can be proposed?

The study is very helpful to the city of Tagaytay, Cavite so that they can realize the importance of inclusion tourism in the already establish tourism industry in the area. Other significance of the study is for the public parks in order to have a better accommodation to the persons with disability, senior citizens and pregnant women and even normal condition persons so that they can enjoy the same service and the satisfaction they need. Lastly, the study is very beneficial to the local government of Tagaytay City so that they can understand the importance of inclusion tourism and to provide better services to different types of customers including persons with disability.

The study scope is the picnic grove which is a public park while the study is limited to the data gathering process such as direct observation by the researchers and the interview to the experts which is the managers or the owners of the restaurant.

## 2. METHODOLOGY

The researchers will use a qualitative type of research for the study and descriptive research method will be used in order to describe the inclusive tourism situation in the Picnic Grove. the objectives of their study. The study will be divided into two parts first is a observation checklist for the inclusive tourism which will be use to know the how the Picnic Grove perform when it comes to Inclusive tourism while the second part focuses on the education, training and communication to the public aspect of inclusive tourism which will be answered by the tourism office of the city of Tagaytay.

The study will use expert sampling because the study will need the expertise of a tourism officer when it comes to inclusive tourism in the city of Tagaytay particularly the inclusive situation in Picnic Grove a public park manages by the city of Tagaytay. The tools for the data will be an observation checklist based on the guidelines of Inclusive Tourism and an interview with 1 respondent a representative of city Tourism office of Tagaytay City regarding the education, training and communication to the public aspect of inclusive tourism.

The researchers visited the Picnic Grove twice one per weekly basis and checked the inclusion tourism performance using the universal guidelines for the inclusion tourism. For the interview the researchers make sure to have the questions approved and signed by the researchers' thesis adviser and along with this, was the consent form that was given before the interview in order for the respondents to be aware that a study was taken place at their respective hotels the study will use face validity to verify the interview questions.

The researchers also make sure that the questions prepared was easy and quick to be understand by the respondents. Also, they make sure to be careful and considerate with the questions. An email then was sent to the respondents informing them of the interview and ask what is the suitable time and place for them to conduct the interview. The questions were also be given in advance. Due to the ongoing COVID-19 Pandemic the researcher plans to do a video conference call with the respondent or either send the interview questions with answers.

The respondents were informed that all the information that was gathered and was guarded with the utmost confidentiality and was for educational purposes only. Any questions from the respondents were entertained by the researchers and do the best that they can to provide a satisfying answer.

The data analysis will use deductive approach and in order to reduce the statements and to come up with the main idea as the result of the study this method was used to form a narrative about the inclusion tourism compliance based on the universal guideline for inclusion tourism.

### 3. RESULTS AND DISCUSSION

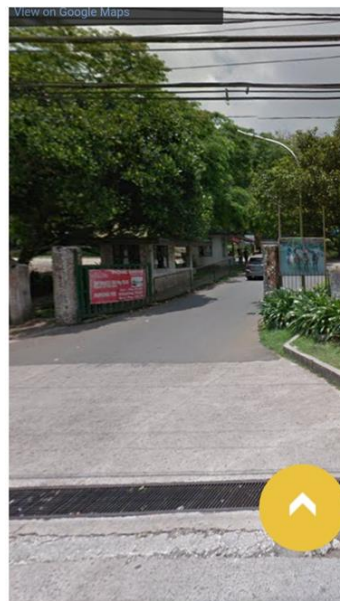
The first objective of the study is to assess the Inclusive Tourism in the Picnic Grove using the guidelines on the universal tourism there are eight data that is presented in the results and discussion parts such as the basic access consideration, pathways and roads, restroom, food service and retail, leisure venues and location, transportation, parking and lightning. While the last data presented is the interview regarding the education, training and communication to the public.

**Table 1: Basic Access Consideration**

Basic Access Considerations	Observations
<i>Information should be displayed using easy-to-read type, with contrasting colors and/or backgrounds</i>	There is Lack of information displayed. The signage of the Picnic Grove can be hard to see.
<i>Pathways should have a clear width of 100cm, or at least 150cm to allow people to pass each other.</i>	Pathways are wide enough for the people to pass through
<i>Spaces need to be evenly lit with minimal shadows and minimal glare.</i>	Spaces are big inside the park that it is well lit during daytime
<i>Security systems and all types of communication to the general public should be both heard and seen</i>	There are CCTV cameras around the area. There is a security guard and the staffs readily available for communication and information

The basic access consideration is the most general aspect when it comes to inclusive tourism. The table above shows the result of the basic access consideration observations of the picnic grove the result shows that when it comes to basic access consideration most of the guidelines on basic access consideration has been followed except the information should be displayed using easy to read type with contrasting colors the result the observation shows that a lack of information displayed about the location of the picnic grove could affect potential tourist with special needs visiting the area because it could not indicate if the location is right therefore the importance of signage when it comes to basic access consideration is emphasized.

According to Villamayor and colleagues (2019) Signages are very important because some tourist with special needs such as PWD, Seniors and Pregnant could have a hard time reading signages because of their special needs therefore a big signage with contrasting color is very important for much easier reading standards when it comes to inclusive tourism particularly in signage different establishments such as accommodation provider and even public parks should adopt guidelines when it comes to signages.



**Figure 1: Pathways are observed as wide and it is well lit however the absent is the displayed and signage of picnic grove (Photo Adapted from: Google Street)**

The pathways and road aspect deals with the roads and pathways inside the premises of the park this is an important aspect in inclusive tourism in order to minimize accidents the data on pathways and roads is presented below.

**Table 2: Pathways and Roads**

Pathways and Roads	Observations
<i>Street crossings should be clearly indicated with crosswalks.</i>	There is a crosswalk going to the entrance of the park however it needs repaint
<i>Pathways and crosswalks should be at least 180cm wide to accommodate groups of people traveling in different directions</i>	Pathways are wide enough to accommodate people travelling in different directions
<i>Paths should be free of obstructions, and all pathways between destinations should connect without requiring the use of any steps.</i>	The Pathways are free of obstructions however the pathways do not include railings which can be helpful to tourist with special needs

The table above shows the result of the pathways and roads the result shows that when it comes to pathways and roads most of the guidelines have been followed however in the area of crosswalk there is a need to repaint the crosswalk in order to

According to Linaja and colleagues (2020) crosswalks are very important in order to minimize accidents that it could cause to potential customers in the case of the study the tourist crosswalks are very important because this indicates the right place to cross a street with the purpose of minimizing accidents due to vehicles travelling on the road.



**Figure 2: Pathways are wide enough however there is a lack of handrails and railings (Photo: Researchers Provided)**

Other view is the lack of handrails in which this has been one of the problems that is always overlook at when it comes to inclusive tourism the purpose of handrail and railing in which it could provide support to tourist with special needs because they have something to hold onto.



**Figure 3: The Crosswalk is not contrasting in color and needs to be repaint fading is evident (Photo Adapted from: Google Street)**

The next data that will be presented is the restroom aspect which deals with the proper guides on a restroom for inclusive tourism which includes proper height and space, the sink and toilet bowl grab bars and the door opening mechanism

**Table 3: Restrooms**

Restrooms	Observations
<i>Toilet seat height should be 45-50cm from the floor. There should be 120cm of floor space in front of the toilet and 90cm to the side to facilitate a transfer from a wheelchair.</i>	The Toilet Seat heights follows the standard wheelchair can be accommodated.
<i>Restrooms should be easily located within short walking distances from attractions and public spaces.</i>	There are two comfort rooms that can be used by the PWD otherwise there are a lot of Comfort Rooms that can be accessed by guest.
<i>Doors should open outwards or be sliding to maximize floor space inside the restroom. Minimum doorway width is 85-90cm</i>	The doors of the comfort room are opened outwards.
<i>Grab bars should be securely attached to the wall, 80cm from the floor.</i>	There are grab bars installed in the comfort room for tourist with special needs
<i>Sinks should have a clearance of 70cm underneath, and be no higher than 80cm. Faucets should be controlled by a single lever handle or a motion sensor</i>	Sinks follows the clearance however it is controlled by a single lever.

The result of the restroom observation on guidelines of inclusive tourism shows that all of the restroom guidelines when it comes to inclusive tourism have been followed. The management of Picnic Grove also pays attention to include a comfort room to be used by PWD, Senior and Pregnant Women. The result of the observation satisfies the guidelines when it comes to inclusive tourism. On the other hand, the comfort room of Picnic Grove for tourist with special needs pay attention to the details specially with the outward mechanism of the door as according to the management they have really think that the mechanism of the comfort room to have a door outward will provide an access to the tourist that is on wheelchair.

According to Villamayor and colleagues (2019) the restroom guidelines when it comes to inclusive tourism should be the one that given an importance because guest with special needs have a hard time accessing comfort rooms due to a lot of issues present however in the case of the Picnic Grove the management have carefully reconsider the possibility of guest with special needs by providing hand bars and the outward mechanism of comfort rooms.



**Figure 4: The restroom follows all the guidelines when it comes to inclusive tourism all the objects are reachable and there is handlebars present and can accommodate wheelchair (Photo: Researchers Provided)**

The food service and retail data that is presented below deals with the food service such as the floor space, signs and payment for food service and retail.

**Table 4: Food Service and Retail**

<b>Food Service and Retail</b>	<b>Observation</b>
<i>The ability to move around a facility and reach other destinations (such as bathrooms) requires floor space with 100-120cm of clearance in-between objects, such as tables or displays. Pathways and aisles should be free from obstacles.</i>	There are food stalls inside the park. However due to the ongoing COVID-19 seats on the food stall were not allowed. The Food Stalls pathways and aisle are very wide
<i>Signs should be easy to read, using contrasting color with easy-to-read type.</i>	The sign can be read easily and has contrasting colors
<i>Tables with center supports allow individuals who want to remain in a wheelchair the ability to roll underneath comfortably. The underside of table should be between 70-75cm in height.</i>	The food area does not have table this is due to the ongoing COVID-19 Pandemic the guest is required to eat in the picnic area.
<i>Counters for payment/ticketing/ reservations/information should give individuals a reachable working surface, 80cm from the floor.</i>	The payment area is reachable however the mode of payment is only cash.

The food and retail aspect deals with the food stores present inside the premises of the park. The table above shows the result of the food service and retail aspect of inclusive tourism the result shows that there are some limitations with this aspect due to the ongoing COVID-19 Pandemic in which the seats in the food area were removed as a health protocol. On the other hand, most have been followed except the payment option which can be only done through cash.

According to UNWTO (2018) food establishments should provide a more standard services to different kinds of guest either normal or with special needs however this has been looked at specially when it comes to food establishment because many food establishment are not aware of inclusive tourism and does not pay attention that there is a standard when it comes to food retail and services thus this creates a lack of stakeholder participation with the sector members of PWD, Senior and Pregnant Women (Tan, 2018).



**Figure 5: The Food Service area complies with the standards however due to the ongoing pandemic seating in the food service area is not allowed**

The next data that will be presented is the leisure venues and location this aspect deals with the recreation and other activities that a park has to offer. This aspect of inclusive tourism is important because this deals with the inclusion of recreation among guest with special needs



**Table 5: Leisure Venues and Location**

Leisure Venues and Locations	Observations
<i>The Park has available sittings such as Benches and Chairs</i>	There are a lot of available benches and chairs for the tourist. The benches can also cater to the tourist with special needs.
<i>The Park has a playground</i>	The Park has a playground for the kid's other activities in the park is also available for the adults
<i>Bike storage should also be present and a proper pedestrian lane inside the park</i>	There is no bike storage present in the park however there is a proper pedestrian lane present inside the park

Leisure and Venue location is an important aspect when it comes to inclusion among the person with disabilities. The result of the table 5 shows the leisure venues and location aspect of inclusive tourism the result shows that most of the guidelines when it comes to leisure venues and location were followed except the guidelines when it comes to bike storage as the bike storage is absent in Picnic Grove.

According to staff of the picnic grove bike storage was not considered because most of the guest coming to the Picnic Grove use cars and modes of transportation such as motor and tricycles therefore, they have not yet included the possibility of putting a bike storage on the Picnic Grove.

According to Linaja and colleagues (2020) the importance of putting a bike storage is that it helps to reduce the parking of cars by providing alternative option aside from that there is a growing trend when it comes to the used of bike which is very suitable to the site since it is a public park.



**Figure 6: The Park had a lot of recreation available such as playground and a Ferris wheel in the sample photo (Photo: Researchers Provided)**

The transportation aspect is presented below, this aspect deals with the accessibility of transportation in and out of the park and also deals with the accessibility of the site overall

**Table 6: Transportation**

<b>Transportation</b>	<b>Observations</b>
<i>The Park has a waiting shelter (transportation shelter)</i>	There is a waiting shelter near the entrance of the park
<i>The Park is easily accessible by modes of transportations</i>	Modes of transportation is easily available going to Tagaytay however specifically going to the Picnic Grove the mode of transfer is tricycle and e-bike only

Transportation is an important aspect when it comes to inclusive tourism because it deals with the overall accessibility of a park among all types of tourists. The table above shows the result of the transportation aspect of the inclusive tourism, the result shows that when it comes to transportation the management of the Picnic Grove have provided a waiting shelter for the guest that will travel on commute. While the transportation going to the picnic grove can be considered as easily available however the notice here is the mode of transportation as the modes that are available travelling to the Picnic Grove is Tricycle and E-bikes. Therefore, there is a need to add another mode of transportation that is cost effective such as jeepney.

According to Roweet (2016) when it comes to inclusive tourism the transportation aspect of it is very important because not all of the tourist have cars therefore an accessible mode of transportation provides an ease on the part of the tourist and the destination because a good transportation facility would enhance the tourism activity in the area.

The next data that is presented is the parking aspect this aspect of inclusive tourism deals with the parking spaces such as the proper markings and the signs appropriate in a parking area. This aspect also deals with the condition of the parking.

**Table 7: Parking**

<b>Parking</b>	<b>Observations</b>
<i>All accessible parking should be close to the main entrance, labeled by markings on the ground and signs.</i>	The Park had an accessible parking however the problem is the lack of markings on the ground there are no signs for car parking however for motorcycle parking there is
<i>Parking should not have any bumps, gaps, or cracks. and be well-maintained. Parking spaces should be on a flat surface, with a slope of no more than 1:50.</i>	The Parking for cars does not have bumps, gaps and cracks however on the motorcycle parking there are a lot of bumps and cracks
<i>Every parking space can be designed without access aisles, but 3.5m wide for increased usability.</i>	These guidelines have not been followed due to the lack of markings and proper space for parking.

The table above shows the result of the parking when it comes to the inclusive tourism the result shows that the Picnic Grove does not follows the Parking Standard due to the lack of markings for the cars to park which can cause confusion among tourist coming to Picnic Grove on where they should park their car aside from that one of the issue present is the condition of the motorcycle parking although there is a sign for parking of motorcycle the bumps and cracks are present in the parking which makes it less safe.

**Figure 7: The main issue presented is the condition of the motor parking which had a lot of cracks (Photo: Researchers Provided)**



When it comes to inclusive tourism the aspect of parking is considered one of the important according to Villamayor (2019) parking is very important because it shows the accessibility of the guest towards a tourism provider whether it is an accommodation, food and attraction following the guidelines on parking shows that the tourist site is very accessible because of the availability of parking which is very important nowadays as more cars were used.



**Figure 8: The Lack of Parking Marks for Parking Spaces can be a confusion among the guest (Photo Researchers Provided)**

The last data that will be presented under the direct observation guideline is the lightning this aspect deals with the natural lightning situation in a park but also the quality of lightning that a park has during the nighttime.

**Table 8: Lightning**

Lightning	Observations
<i>The Park has a lot of natural lightning</i>	The Park is well lit during daytime because of the natural lightning.
<i>The Park at Night has an ambient lightning</i>	The Park has an ambient lightning at night due to the ongoing repairs and instillation of lightning post in the park.

The aspect of lightning when it comes to inclusive tourism plays a crucial role in which it provides a safe environment and consideration towards guest that have a poor eyesight. The table above shows the result of the lightning aspect of the inclusive tourism the result shows that all of the lightning guidelines have been followed in Picnic Grove although that the park at night does not have sufficient ambient lightning the current repairs and installation of lightning post would comply the Picnic Grove when it comes to the lightning aspect of Inclusive Tourism.



**Figure 9: The Park is well lit and the lightning projects are ongoing including new post (Photo: Researchers Provided)**

When it comes to natural lightning there is no question that the Picnic Grove provide a lot of natural lightning during daytime because the site is a park it has a lot of open spaces however at night this could become an issue because during the nighttime there is a need to provide lightning for guest that still roaming the area at night according to the management of Picnic Grove there are current projects that will implement to provide an ambient lightning on the Picnic Grove at night.

According to Munch and Ulrich (2018) a good lightning specially to tourist sites at night provide a safety to the tourist specially to tourist with special needs such as PWD, Senior and Pregnant because a well-lit environment also provides a comfort and safety to tourist. According to the staffs there are current projects that is ongoing such as the installation of new post that will help to lit the park during the nighttime. During the daytime the park has sufficient natural lightning available,

The last data to be presented is the data of the interview result the education, training and communication to the public aspect this aspect deals with important issues and information's regarding the inclusive tourism in the park. The interview is done with a scheduled interview with a tourism office representative.

**Table 9: Interview Results on Education Training and Communication to the Public**

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**Interview Results on Education Training and Communication to the Public**

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- The Site is very suitable for inclusive tourism because it is open and are also in renovation right now, prioritizes for PWDs, Seniors and Pregnant Women such as accessible and available wheelchairs that is one of their primary needs.
  - The site of Picnic Grove is on the city government page and when it comes to online information. There are brochures that is distribute for the information of Picnic Grove.
  - There is no official rating scale the Picnic Grove provides to the tourist however they can complain and suggest recommendation directly to the management and the local government of Tagaytay had a lot of programs for inclusive tourism in the Picnic Grove such as renovation and adding additional facilities
  - The local government of Tagaytay does not provide a seminar when it comes to inclusive tourism
  - There is no stakeholder participation when it comes to inclusive tourism because the DSWD (Department of Social Welfare and Development) handles PWD, Senior and Pregnant Women.
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The aspect of communication to the public is very important when it comes to inclusive tourism in order to raise awareness and as a platform for different business establishments that they consider and inclusive tourism which is tourism accessible for all. The table above shows the result of the interview with a local government officer of Tagaytay City when it comes to the education training and communication to the public aspect of inclusive tourism. The result explains that the management of Picnic Grove under the local government of Tagaytay city provided some programs that will provide a better situation for tourist with special needs by providing wheelchairs to tourist with special needs.

The management also provides an online information through website and provides a brochure to the tourist visiting the site which is very important in order to provide information about the Picnic Grove. Aside from that the interview results also show that the local government of Tagaytay had a lot of programs when it comes to inclusive tourism by renovation and adding additional facilities which will benefit tourist with special needs.

However when it comes to these aspect there are two important things that is lacking such as the rating scale that will be given to the guest this is very important because this will provide an outlook on what are the things the management of Picnic grove should do in order to provide an accessible tourism for all regardless of their condition and the lack of participation among the sectors of PWD, Senior Citizens and Pregnant as these sectors are the one that will benefit the most when it comes to inclusive tourism therefore the local government of Tagaytay and the management of Picnic grove should reach out to these kinds of people to know what are the things that better be included in the ongoing renovation and adding of additional facilities because they are the one that have the this kind of situation.

According to Tan (2018) this has been always the problem when it comes to inclusive tourism and that is the lack of stakeholder participation which means the lack of consultation with these groups of people before proceeding to a project in tourism. The importance of these kinds of people for inclusive tourism is that they provide an insight on what should be done in order to provide an understanding and accessibility to these kinds of people regardless of their condition and to access tourism which is the main goal of inclusive tourism which is tourism for all.

According to UNWTO (2018) the idea of inclusive tourism is very important because inclusive tourism is tourism for all and there is a need to provide an importance to education to the public and to increase awareness to it. Government should provide training when it comes to inclusive tourism in order to have a more reliable and responsible towards stewardship of inclusive tourism.

#### 4. CONCLUSION

The result on the observation on the different guidelines for inclusive tourism shows that when it comes to basic access consideration the lack of signage is observed. While the pathways and roads result shows that there is a need to repaint the crosswalk with contrasting colors and to put railings and handrails. Meanwhile the result on the restroom provides a compliance with all of the guidelines in inclusive tourism. While on the food service and retail the issue that is presented is the lack of other payment methods for food purchase other than cash. In leisure venues and location, the lack of bike storage is presented. For the transportation although the guidelines were followed the need to adopt other mode of transportation is presented because of the lack of modes of transportation. The result of the parking shows that there is no compliance with the inclusive tourism as there is a complete lacking in parking marks and the bumpy and cracks present in the motorcycle parking. The result on lightning aspect suggest that the Picnic Grove follows the guidelines on inclusive tourism. The result on the interview with the management of Picnic grove suggest that they have renovation and additional facilities construction to provide a better experience when it comes to inclusive tourism however there are issues that presented as well such as the lack of a proper rating scale for feedback and training to the staffs about inclusive tourism and the lack of stakeholder participation for the members of PWD, Senior Citizen and Pregnant Women sectors.

Based on the foregoing findings the researchers concluded that the Picnic Grove have mostly comply with the guidelines of inclusive tourism however there is a lack of signage, lack of handrails and railings on the pathways, lack of other payment method for food services and retail, lack of bike storage, lack of a proper rating scale and stakeholder participation and a lack of training of the staff towards inclusive tourism. Other issues highlighted are the fading crosswalk, mode of transportation, absence of parking marks and the bumpy and cracks present in the motorcycle parking. The findings also shows that not all of the guidelines included in the universal inclusive tourism guidelines have been complied. Certain actions where needed in order to make the Picnic Grove more inclusive than ever.

Based on the findings the researchers have recommended the following each on the Picnic Grove management to improve their compliance with the universal guidelines on inclusive tourism.

1. Provide a signage on the Entrance
2. Provide handrails and railings on the pathways
3. Repaint the crosswalk with contrasting color
4. Adding other payment method other than cash
5. Add bike storage
6. Add another mode of transport like shuttles
7. Provide parking marks in the area
8. Repair the parking area of motorcycles
9. Provide a feedback rating scale to guest
10. Provide a seminar and training on inclusive tourism
11. Organize a stakeholder participation

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