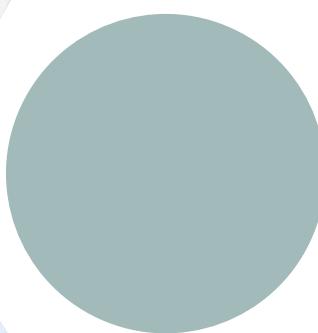




Encouraging European Senior Citizens to Travel



SENTour Connect
EU Senior Travel Experience



Seniors love life!

Responsible publisher

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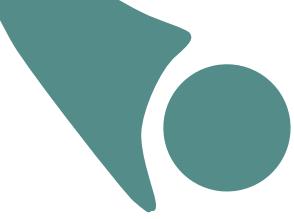
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SENTour Connect project partners
& participants of SENTour pilot packages







Introduction

The SENTour Connect project (hereinafter called SENTour project) is one of the projects that was co-financed by the European Commission under the call “Facilitating EU transnational tourism flows for seniors and young people in the low and medium seasons”¹. The main aim of this call is to strengthen competitiveness of the European tourism sector by encouraging the extension of the tourism season and by increasing internal mobility of seniors and young people.

The SENTour project started from the idea that the senior market, although it is a growing area in tourism within the European Union, still has great expansion possibilities in the medium and low season and especially for transnational travel. Some aspects of the ambitious SENTour project include the analysis of these travel aspects, the exchange of experiences on the quality criteria in different countries, the development of the demand and supply of transnational tourism for seniors and, last but not least, the experience and evaluation of some pilot senior packages.

Another ambition is bringing together experienced organisations and information on senior tourism so that the network and experiences can be enlarged. The SENTour project is the first step of a much larger initiative to bring together the experiences on senior tourism. The platform on senior tourism www.sentour.eu which grew out of the experience with the eCalypso platform, is a first attempt to go in the direction of exchanging knowledge on senior tourism at European level.



¹ Grant agreement SI2.685731 SENTOUR CONNECT – Call for proposals 75/G/ENT/CIP/13/B/No3501 Facilitating Low season Tourism Exchanges in Europe Encouraging Senior Citizens to Travel



Summary of the project

The SENTour project is about gathering relevant information, exchanging experiences and testing packages on transnational senior travelling in the low season. The project intends to extend the experience of eCalypso as a platform for this specific form of clients.

The project partners are:

- 1 International Social Tourism Organisation (ISTO)**
Lead partner
- 2 Tourism Institute of the Murcia Region (ITREM)**
Spain
- 3 Urban Planning Institute of the Republic of Slovenia (UIRS)**
Slovenia
- 4 INATEL Foundation**
Portugal
- 5 Happy Age**
Italy
- 6 Agence Nationale pour les Chèques-Vacances (ANCV)**
France
- 7 ThinkCamp**
Germany
- 8 Floreal Group**
Belgium

A detailed overview of the project design can be found in the annex 1; first of all we looked at existing information on criteria to take into consideration when you work on senior travelling, existing models like those of Happy Age (Italy), INATEL (Portugal), IMSERSO (Spain) and ANCV (France). The Université libre de Bruxelles (ULB) conducted a market study on existing projects, organisations and products on senior tourism. This information, together with other experiences from partners, was used to develop 8 pilot packages of which 4 were tested by seniors. A great experience was to go beyond the theoretical frame of the development of packages: we learned a lot about the existing demand and perception of seniors by the practical experience of the packages.



At the same time, experiences were used to develop all-round senior quality criteria, criteria that can be useful for SME's when they develop their own packages. The online checklist helps them to create senior friendly packages.

The experiences and know-how of this and other projects are shared on www.sentour.eu (in relation with the eCalypso platform). This way, the network on senior tourism and the experiences can serve new partners to create an attractive demand on senior tourism in the low season. The exchange of good experiences and ideas will continue after the results of the SENTour project.



Developing the packages quality criteria

For the development of the senior packages the challenge was not only to create transnational, low season packages with the experiences that already exist in each partner country, but also create packages that stimulate European citizenship. Besides visiting and experiencing a unique destination, packages were designed to show the differences and similarities of European cultures through contacts with local people. Within this framework, the following globally important principles were respected for the development of SENTour packages:

- **Sustainability**

By creating a balance between environmental, economic and socio-cultural sustainability a long term sustainability of the packages can be reached.

- **Social Responsibility**

As many social enterprises and/or entrepreneurs as possible should be included among the providers of services and activities in the packages. The programmes were designed to include, locally owned businesses and activities wherever possible. The local population needs to be involved with their rich knowledge of local history, gastronomy, crafts, etc..

- **Active ageing**

Active ageing is generally understood as "(...) the capacity of people, as they grow older, to lead productive lives in the society and the economy. This means that they can make flexible choices in the way they spend time over life – in learning, in work, in leisure and in caregiving" (OECD, 1998). However a longer healthy life can only be achieved through adequate lifestyle, including regular physical activities (recreation), and sustained age and mental activities (learning; obtaining new knowledge). The SENTour packages are thus developed in such a manner that all those different activities (easy and short walks, swimming, learning etc.) are included in the programmes. However all packages are designed in such a manner that recreational activities can be replaced by alternative activities if they don't meet the physical capacities of the participants.



Methodology

All SENTour packages for seniors aimed to be developed according to the above principles. In order to check the compliance with these principles, a special checklist was designed. The checklist included a total of 27 criteria that pertained to the following groups of principles:

- sustainability check (14 criteria such as: intended for small groups; visit of natural heritage sites; experiencing and learning regional cuisine, etc.)
- social responsibility check (7 criteria such as: small and local service providers at the destination; activation of social capital of local population; generation of economic benefits for host communities, ...)
- active ageing check (6 criteria such as: learning experiences; enhance knowledge of local history, etc.)

For each criteria a goal was defined. All goals have references to internationally recognised or accepted documents, such as UN, EU, Alpine convention etc. or projects. Some goals emerged from own experience and projects conducted by SENTour project partners. Being aware that a single “yes/no” answer for complying with goals may give distorted results, rating scales were used to qualify the level of fulfilment of individual criteria/goals: from 1 (weak) to 5 (strong). Furthermore the option “not applicable” was added.

For practical reasons a checklist was made, so the criteria can be verified very easily (see annex II). As we find different aspects also in other projects such as SenGor, Escape and Eurorail, we are convinced that the criteria can be used on a larger European scale to verify the senior-friendliness of packages.



Senior Tourism platform

www.sentour.eu

In the framework of the SENTour project, a new platform on senior tourism was created: www.sentour.eu. On this platform, all the information on the SENTour project is available such as the different packages that were created and the basic principles and criteria on which they are based. Under the umbrella of the eCalypso platform, [sentour.eu](http://www.sentour.eu) wants to give more visibility to the senior market at European level.

Interactive tool to test senior friendly packages

An interactive online tool was integrated on the website to see how “senior friendly” a package is. Tour Operators, travel agencies etc. can do the test for their own packages, receiving at the end a test score for the level of sustainability, social responsibility and active-ageing. This test only gives an indication of how suitable a package is for seniors. Only the criteria seen as important by the SENTour project are included here.

Network of SMEs and organisations

Another aim of this platform is to create a network of public and private SMEs that have a potential for the development of senior travel at transnational level. This could be the basis of a future European Network on Senior Tourism (EURNEST). Concretely, a list of organizations, presented by country, can be found on the platform with the possibility for new organizations to register to join the network.

Knowledge Centre on Senior tourism

The website also provides a list of publications on senior tourism and there is room to submit more publications so this database can grow. Next to these publications there is a list of selected practices of which the SENTour partners think they have proven to be a good examples for senior tourism. This list is also non-exhaustive and is meant to give ideas to other organisations interested in senior tourism. Furthermore, it includes information on past and present projects on Senior Tourism, financed by the EU.



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ISTO
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Senior Friendly
Package?
Do the Test!



Join the Senior
Tourism
Network



Knowledge
Centre on Senior
Tourism



Home SENTour Project Packages Quality Criteria Network Other EU Projects



"Seniors wish to have the freedom of choice but hope to have the guidance and sense of security well organised packages tend to offer."





Selection and creation of the packages

Despite the short time to gather existing information and study key points for senior packages, the partners had already decided on the themes of the packages three months after the kick off meeting.

When developing the SENTour packages, a priority was given to those who incorporate:

- European cultural/heritage concepts, integrated into the tour;
- a healthy array of activities specific to the target group;
- specific requirements and measures to ensure the quality of the circuit such as:
 - a. Quality of offer;
 - b. Security of the traveller;
 - c. Assistance where required;
 - d. Linguistic assistance;
 - e. Appropriate transport and guidance mechanisms

The aim was also that European senior citizens, beyond experiencing a unique destination, may also get a better understanding of the vast diversity and dimension of the European Union, as well as experience first-hand the differences and similarities of our European cultures.

Moreover, the packages had to take the quality criteria into account (see annex II).

During the project, the following 8 packages were designed around 3 themes (see annex III):

1. Local economy/entrepreneurship and local craftsmanship

- From land to your table, Portugal
- Travel discovering Puglia, Italy
- Hands on tradition in a kingdom of Goldhorn: Culinary & crafts journey through a land of mountains and heritage, Gorenjska region & Soca Valley Slovenia

2. Individual people coming together using a Tour Operator:

- Grand Tour of Belgium
- Sun & Fun Portugal
- Costa Cálida Murcia Spain

3. Learning Journeys

- Where the Vulcanos kissed the Pannonian Sea – An 8-day learning journey Austria/Slovenia
- Learning journey in Portugal: a different travel experience

The 8 packages were put online on the eCalypso platform. They were then assessed by multiple focus groups in different countries (Belgium, Slovenia and Germany). The feedback from the seniors and benchmarking with similar products (some of them through Travel Agencies) were completed by the end of 2015.

Out of these 8 packages, 4 were selected to be promoted for travelling in spring 2016 (March – April). To reach the biggest target group, we planned to promote them at different levels (travel fairs, specific organisations, specialised travel agents etc.). We also aimed to integrate the packages in specific senior selling circuits. But due to the limited time, it was a rush to experience and successfully evaluate the packages. Nonetheless, the practical experience and evaluation was a great added value to the existing quality of the packages and on the – sometimes surprising – perception of the senior groups.





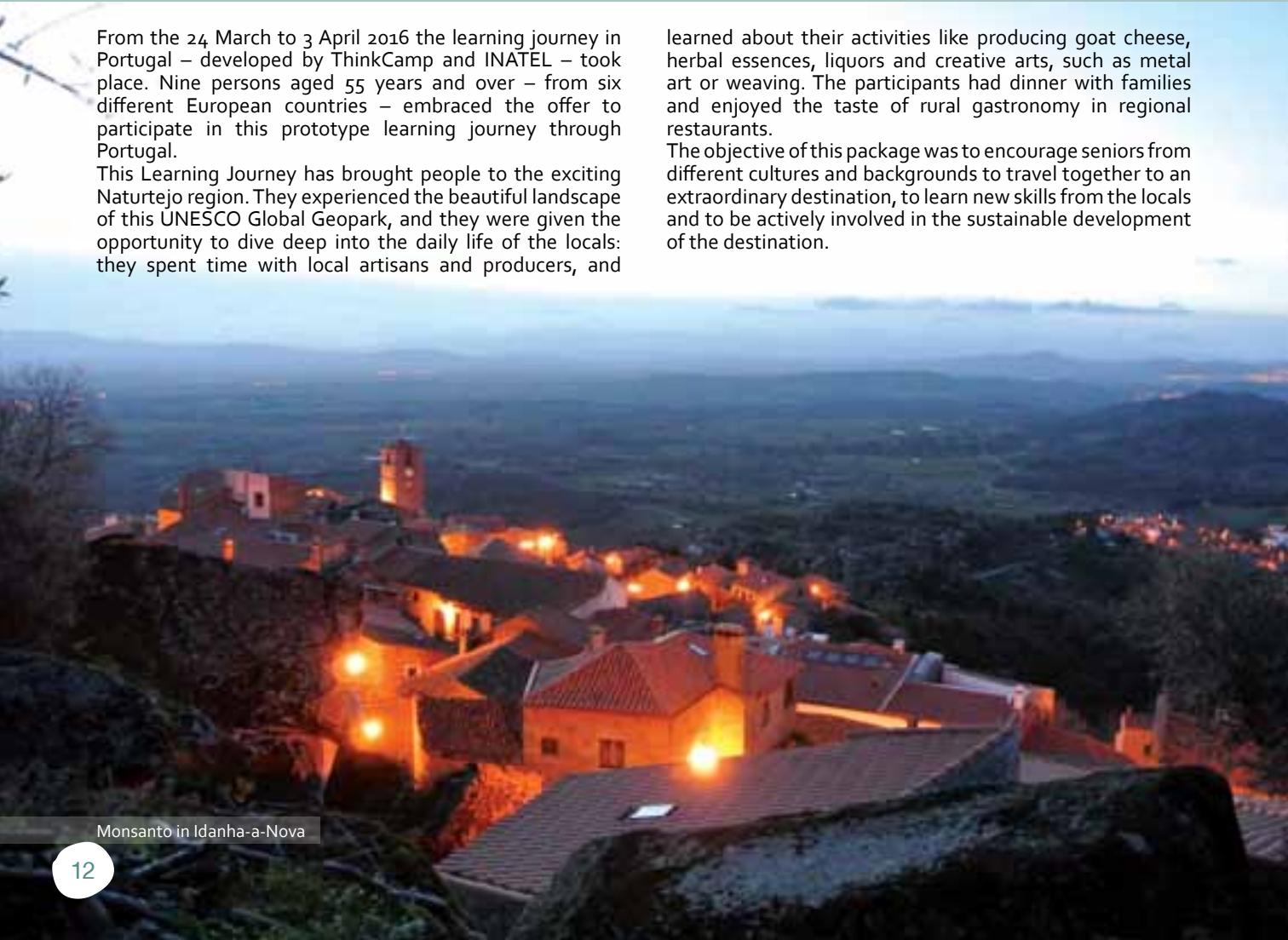
Learning Journey in Portugal: the experience

From the 24 March to 3 April 2016 the learning journey in Portugal – developed by ThinkCamp and INATEL – took place. Nine persons aged 55 years and over – from six different European countries – embraced the offer to participate in this prototype learning journey through Portugal.

This Learning Journey has brought people to the exciting Naturtejo region. They experienced the beautiful landscape of this UNESCO Global Geopark, and they were given the opportunity to dive deep into the daily life of the locals: they spent time with local artisans and producers, and

learned about their activities like producing goat cheese, herbal essences, liquors and creative arts, such as metal art or weaving. The participants had dinner with families and enjoyed the taste of rural gastronomy in regional restaurants.

The objective of this package was to encourage seniors from different cultures and backgrounds to travel together to an extraordinary destination, to learn new skills from the locals and to be actively involved in the sustainable development of the destination.



Monsanto in Idanha-a-Nova

“

Stanka Dessnik (Slovenia, 55 years): “We really learned so many things in such a short time. When we go home we will share it with everybody.”

Christiana Gardikioti (Greece, 57 years): “I want to tell you this trip was one of the most educative, fulfilling and useful of many trips I have taken.”

FrankVerhofstadt (Belgium, 61 years): “It is interesting for me to meet people, hear each other’s voices, listen to the problems, the way of life... It is a great opportunity to see a region that I normally would never visit: it’s not touristic. It is a once in a lifetime experience to be here.”

Maria Chatzi (Greece, 68 years): “I am very glad that I participated in this learning journey, because I learnt a lot and got inspired so much by the other participants. I enjoy the nature, the customs of the people and I am very interested in development-projects ran by the people of the villages. I realise I have to do many things for the future of the villages of my country.”

”



Wax candle making at small farm Quinta dos Trevos



Cheese-making Dairy Fonte Insonsa in Naturtejo



A picnic at the Monastery Convento de Cristo



Dialogue between participants and people of the projects that were visited



Slovenian package: the experience

Hands on Tradition in a Kingdom of Goldhorn

From 16 April to 23 April 2016, a group of Belgian seniors travelled to Slovenia to discover the Alpine region of this beautiful country. The programme, prepared by the Urban Planning Institute and the tourist agency Gorturizem, was different from regular tourist programmes: It offered a comprehensive experience to the senior participants. The programme included some of the traditional destinations such as Ljubljana and Bled and also the less-revealed places in the area's enchanting landscape between the Alps and the Mediterranean, such as Kropa, Mojstrana, and the Radovna Valley, with stunning natural beauty, breath-taking views, rich cultural heritage and original folk tradition.

This trip was meant to let the participants feel the heart and soul of a landscape still unspoiled by the global mass tourism of our time: the idea was to be part of this landscape: a part of its story, a piece of the hearts of the locals. The seniors mingled with them and shared their expertise, such as learning about the famous mountaineering tradition from a local expert in the Slovenian Alpine Museum, preparing specialities of the local cuisine, learning arts & crafts and evolving in the folklore dances.



Lake Bled

The charm of this region and the openness of its people conquered the hearts of the participants:

“

“Very grateful that we could enjoy this beautiful and fascinating trip to Slovenia. It was a real discovery and Slovenia has many assets to be revealed.”

“We were really happy with our guide Mateja: she promotes her country very proudly and knew the area, local products and economy very well. We learned a lot from her.”

“The evening with folk dance was a real highlight of our trip, very enthusiastically performed by beautifully costumed dancers.”

“I like history and architecture and I learnt a lot about alpine activities. We will certainly go back to Slovenia!”

”

Group pic



Walk to the Pericnic waterfall



Folklore dance



Kropa kraftwork





Italian package: the experience

Gourmet Tour: Travel Discovering Puglia

Between March 29 and April 4, 2016 a group of 27 Slovenian seniors enjoyed the beauties and delights of Italian region Puglia, situated at the south-eastern tip of the Italian peninsula. The programme was designed and implemented by Happy Ag (Italy). The programme offered an interesting blend of visits to historical sites, such as: old town of Otranto, an UNESCO World heritage site; Gallipoli - the "Pearl of the Ionian Sea"; hypogean olive-press and of natural sites, such as scenic motorboat trip to the beautiful Grotte di Leuca, travel through landscapes rich with Mediterranean vegetation, visit of viewpoint near Santa Maria di Leuca where the Ionian Sea and the Adriatic Sea meet. A red-thread throughout the programme was gastronomy – participants did not only enjoyed the regional dishes such as »pittulle«, »pasticciotto«, »frisellata« being served to them, but have actually learnt techniques and secrets of preparing typical dishes, such as pasta of Puglia. Meetings and greetings by local authorities and local as seniors, enriched the evening programmes often accompanied by dancing and music performed by playful participants themselves.



Some thoughts by participants:

“The concept of the programme – staying for overnight at the same hotel for the whole week and making daily trips was very good”

“Culinary workshop was good, but could be much more fun if we had enough room and everybody could make his own pasta”

“The local guide was an excellent connoisseur of places, history and art history, and was very professional, while this could not be said for the coordinator or assistant to the trip”

“Meeting with locals should be very well prepared as the linguistic barriers are unfortunately often harming those, potentially very interesting, events”

“Delicious regional food throughout the trip and a friendly personnel at the hotel”

“An important success factor of our trip was our very amiable and positive group”

“I enjoyed the most the beautiful historic centre of Otranto, a light-house and a baroque church of St. Maria di Leuca and medieval jewels of Specchia and Presicce with its olive-presses”.





Challenges of the project

The great ambition of the project implied great challenges. We can summarise the challenges into two categories; the time schedule of the project and the technical-digital aspects.

The time schedule of the project

The time schedule of the project comprises not only the administrative time schedule but also “the time cycle of the tourism sector” and more specifically the medium and low season. Luckily, the European Commission approved the requested and much needed extra time; a proof that European Institutions are also efficient in their working.

The cycle of the project can be summarised as follows:

1st phase Partners exchange of experiences, field research	
2nd phase Preparation of actions	<ul style="list-style-type: none">• Analysing quality criteria;• Operational choices of packages;• Digital actions;• Specific training for the eCalypso platform
3rd phase Realisation of actions and problem solving, understanding each other's issues	<ul style="list-style-type: none">• First draft of the quality criteria;• Realisation of the packages, exchanging experiences and contacts with professionals;• Integration in eCalypso, exchanging information and understanding each digital platform, regulation,...
4th phase Consolidation - evaluation and adaptation phase	<ul style="list-style-type: none">• Quality criteria• Packages
5th phase Operational pilot phase	
Final phase	<p>Keeping in mind the time cycle of the tourism sector, the packages needed to be ready within two “time frames”: September-October for spring packages and February-March for autumn packages. But preparing the packages, involving research and reflecting on good basic principles for senior packages, took more time than expected, so they were only ready in December 2015 for Spring 2016, leaving no room to promote and establish them before the end of the project in December 2015.</p> <p>With the extension of the project we could implement the packages in the low season March-April 2016 and we'd still have the time to evaluate them thoroughly.</p>

The technical digital aspects

In the tourism sector, digital evolution is moving at a fast pace. This is evidenced by the eCalypso platform which looks dated and no longer fit for its purpose. The integration of other packages and websites such as the ones of ANCV and Happy Age, was a complex task and couldn't be achieved given the cost, the low added value and time it would take. Moreover, the Board of Directors of eCalypso decided to go in another direction with the platform, which led to the development of www.sentour.eu.

The decision to build this platform on senior tourism – in link with eCalypso – gives the opportunity to have an umbrella site where all the information, experiences and knowledge on senior tourism can be found. This platform gives the opportunity to add value to senior tourism, also after the project. Furthermore it can be used to broaden the network and knowledge centre with organisations who are involved in senior tourism at a European level.





Conclusions and Recommendations

Conclusions

The experience with the different partners taught us that Europe is a real laboratory of different cultures and many creative ideas. Not only the exchange of ideas was very inspirational, there were also a lot of experiences on senior tourism that were shared among the organisations and partner countries. This was translated in a very concrete and operational way, which resulted in some new cooperation and insights.

The practical experiences of the pilot packages and the evaluation by the seniors gives a great added value to the SENTour project. The outcome of the evaluation and the perception of the participants were often very surprising.

Taking into account all the actions implemented by the partners, the comments we received from stakeholders, seniors and specialised organisations we can share the following general results:

1. Seniors are not only a growing diverse group, their tourism patterns are changing

- Packages must be “tailor-made for seniors” but the marketing materials need to be experience-oriented and avoid mentioning the term “seniors”. In the packages, there needs to be a focus on active ageing.
- There is an evolution of what we could call “traditional senior groups” (travel with a fixed program, guide from the country of origin...), towards “next-generation seniors”, who are used to travel, that have a lot of life experience, travel in group – which can even be multinational, and need a more flexible programme.

2. Medium and low season could be a problem, but could be solved with group travels

- As the weather isn't always good during the low season, there is a need of a more interactive programme where alternatives are possible.
- Some holiday infrastructures like museums, visitor centres... are closed; this could be solved by looking for creative solutions which imply minimum costs to open the infrastructure (giving the guide a key, contacts with smartphone...)
- Overnight accommodations are sometimes not adapted to low season visits; hotels close the bar very early, close the reception etc. Creative solutions are also needed here to try and have a maximum of services at a minimal cost.

- Seniors follow more and more the school holidays and traditional holiday periods; they need to look after their grandchildren or even take care of their parents, work longer; travelling during the low season becomes a problem for them too.

3. Language issue

- Besides the learning journey, organising a multilanguage package was difficult because of the complexity of having guides for the different languages.
- For museums and visit centres there was often no translation. A uniform European system with digital translation could be a solution.
- Local guides must speak the language of the group or the group needs to understand a common foreign language (i.e. English)

4. The paradox of transnational travel and senior tourism

- There is an opposition between transnational travels – which means long distance travels – and senior-friendly travels. Seniors don't like travelling over long distances by bus. Furthermore travelling every day from one hotel to another is exhausting and distracts from focusing on the programme itself.
- Organising cross-border tourism packages is difficult because guides are generally only specialised in one country.
- Think out of the box! In the perception of the traveller,

visiting a European country, that is not among the top 5 most visited countries, is already exploring “the unknown Europe”. Travelling between lesser-known EU countries can sometimes be more productive and more senior friendly than travelling long distance through different countries.

5. A key factor for a successful package is the guide

- A tour leader is not enough for a foreign “next-generation senior – group”;

the guide must have more social skills than before. As these “new seniors” have more life and travel experience than the previous senior generation, the guide needs to be much more flexible. S/he needs to show empathy with the people, should be familiar with specific needs and capacities of seniors, exchange and show interest, adapt the programme where necessary.

- In the low season the guide can be the solution for different problems:

- S/he can change the programme depending on the weather

- Opening closed infrastructures and accommodations

- Even where the programme allows some free time, the guide needs to provide participants with ideas and inspiration for free visits



Walk to the Pericnic waterfall in Slovenia

Recommendations

- Create a European tourism exchange programme between those non-neighbouring countries, which are not among top 5 destination countries. Transnational tourism trips through different countries are not suitable for all seniors due to the intensity of the programme (long travel time due to distances, difficulty of offering alternative relaxing activities...), therefore the idea to promote non-classical European destinations should be examined. A good example was the Slovenian package for the Belgians.

- Training for tour-operators and guides to specialise in the senior tourism segment. Organisation of “Fam trips” to develop the market and stimulate business fairs for active senior working organisations. It could help to create the network at a European level.

- A continued exchange of expertise on senior tourism is necessary: supporting the platform www.sentour.eu could be a first step.



Overview of the SENTour project

Working Package 1: Investigate and exchange knowledge and product development

Actions (core = investigate senior market + establish partnerships)

- Identify relevant actors
- Establish a working consortium of stakeholders
- Support the development of cross-border synergies
- Establish cooperation with other on-going EU tourism projects

Output

- Market study of senior organisations involved in travel or excursion planning and/or specialized senior travel service providers
- Establish a MoU (Memorandum of Understanding) and Working Protocol
- Establish network of offer and demand (integrate in eCalypso)

Working Package 2: Package development and eCalypso integration and training

Actions (core = create packages and integrate in eCalypso)

- Identify sites, services, themes of relevance to target group
- Identify & establish synergies among stakeholders (public & private)
=> establish thematic methodology for packages
- Develop packages with particular theme for seniors
=> call on experience of consortium members
- Train partners in using eCalypso

Output

- Specialized packages for Seniors
- Integration of packages in eCalypso

Working Package 3: package/pilot exchange tests and assessment

Actions (core = set up 3 pilot exchanges to evaluate packages)

- Coordinate 3 pilot exchanges (one nation groups or multi-nation groups)
- Follow-up study
 - Identify opportunities and challenges
 - Review and evaluate access to senior market
 - Access of seniors to travel products?
 - Identify logistic requirements and barriers
 - Level of interest among senior target group
 - Evaluate quality (reflection WP2) and the experience of participants
 - Recommend improvements

Output

- Realization of min. 4-6 pilots
- Evaluation of the overall quality of the packages
- Survey on partner results
- Establishment of working methodology

Working Package 4: Promotion and dissemination of European Tourism as an asset to European citizen participation

Actions (core = set up communication strategy)

- Develop communication strategy (also reach seniors without internet!)
- Communicate project synergy with other senior projects + support other projects
- Provide promotion of other programs for potential cooperation
- Go to events to promote the project
- Prepare promotion material

Output

- Promotional pamphlet of SENTour project
- Promotional video
- Online senior travel page on eCalypso platform
- Participation at some travel fairs
- Catalogue presenting the 8 packages electronic and paper version
- Design special senior travel website www.sentour.eu (within eCalypso)
 - Specific packages for seniors (8 packages of the SENTour partners)
 - Description of SENTour project
 - Checklist for SME's
 - Elements for EURNEST (common declaration, SME's-organizations specialized in senior tourism, best practices in senior tourism and studies, publications in this field)
 - Present and past projects financed by the EU on senior tourism
- Build a network with SME service providers
- Set up virtual communication platform 'Yammer' for partners



Quality criteria senior friendly package

0 - Not at all 1 - Not very much 2 - Yes, quite some 3 - Yes, much 4 - Yes, very much NA - Not Applicable

Sustainability check	0	1	2	3	4	NA
Intended for small groups	<input type="radio"/>					
Visit of natural heritage sites	<input type="radio"/>					
Main motivation is the observation and appreciation of nature	<input type="radio"/>					
Increases awareness towards the conservation of natural and cultural assets among tourists and locals.	<input type="radio"/>					
Experiencing regional cuisine (meals & tastings)	<input type="radio"/>					
Learning regional cuisine (presentations of processes; workshops)	<input type="radio"/>					
Meals are fresh, diverse, adapted to intolerances	<input type="radio"/>					
Visit of traditional events, festivals	<input type="radio"/>					
Visit of cultural heritage sites	<input type="radio"/>					
Accommodation is provided at smaller settings (small hotels; tourist farms..)	<input type="radio"/>					
Promote responsible use of natural resources (locally produced food, local providers of services)	<input type="radio"/>					
Contributes to balance between intensive and extensive tourism in areas under heavy tourism pressure	<input type="radio"/>					
City / sightseeing tours are targeted for seniors (e.g. Links to lifetime experiences, exchange of experiences)	<input type="radio"/>					
Enables social contacts and intercultural experiences	<input type="radio"/>					

Do the test for your own package on www.sentour.eu!

Social Responsibility check	0	1	2	3	4	NA
Service providers at the destinations are small, locally owned businesses	<input type="radio"/>					
It minimises negative impacts upon socio-cultural environment.	<input type="radio"/>					
Meals: ingredients are from local/regional production	<input type="radio"/>					
Activate the social capital of the local population: involve them with their rich knowledge of local history, gastronomy, crafts, etc.)	<input type="radio"/>					
Includes social enterprises/entrepreneurship among providers of services	<input type="radio"/>					
Generates economic benefits for host communities, organisations and authorities	<input type="radio"/>					
Provides alternative employment and income opportunities for local communities	<input type="radio"/>					

Active Ageing check: Intellectual/Mental Activities	0	1	2	3	4	NA
Learning experiences: creative course, workshops on local handicrafts, ...	<input type="radio"/>					
Enhances knowledge of local history (presentations, lectures, museums...)	<input type="radio"/>					
Music experiences, dances (regional focus)	<input type="radio"/>					
Animation in the evenings	<input type="radio"/>					
Active Ageing check: Physical Activities	0	1	2	3	4	NA
Nature tour, wild park tour, natural reserve visit...	<input type="radio"/>					
Visit of thermal baths, spa, swimming pool, sea swimming, ...	<input type="radio"/>					

Grand tour of Belgium

from north to south,
between art and history, taste and tradition

Day 1: Brussels APT - Ghent - Nieuwpoort

Arrival of participants at International Airport of Brussels. Free lunch. Transfer by coach to Flanders, for a guided tour in Ghent, the splendid medieval town crossed by interiors canals. During the visit we will admire the Saint Bavo's Cathedral, a masterpiece of Gothic architecture, with the altarpiece of the Mystic Lamb, the City Hall, among the most beautiful of Flanders, Graslei and Korenlei, the St. Nikolai's Church, the Castle with the famous mustard shop Tienteryn. At the end of the visit, we will continue to the town of Nieuwpoort, on the North Sea. Accommodation at the Hotel Floreal. Dinner and overnight stay.

Day 2: Nieuwpoort - Bruges - Nieuwpoort - Ypres and the places of the great war

Breakfast at hotel and transfer to Bruges. Guided tour of the romantic medieval city, an UNESCO World Heritage site, with the characteristic canals, colorful houses, avenues in stone, brick bridges, the chocolate shops. Here you can admire the Belfort, the civic Tower, the Burg with the Town Hall and the Basilica of the Holy Blood, the Church of Our Lady, the Church of Saint Salvatore. Make sure to stop by the famous shop The Chocolate Line, with the Maitre Dominique Persoone, a true legend at home and abroad. Return to the hotel for lunch. In the afternoon transfer to the places of the great war, with a visit to the German Cemetery of Vladslo and the Tyne Cot military cemetery, notorious for being the largest in Europe. Finally, we will move in the beautiful town of Ypres where we can admire the Big Market Square that faces the Cloth Hall, wondrous Gothic building of over 125 meters long, listed on UNESCO World Heritage site. Return to the hotel. Dinner and overnight stay.

Day 3: Nieuwpoort - Antwerp - La Roche en Ardenne

After breakfast, transfer to Antwerp, the charming city of diamonds. Guided tour of the historical centre, with the majestic Cathedral that with its Tower, the highest in Belgium, dominates the entire city. We will admire the Big Market Square, the Old Meat Market and the Rubens House. Lunch in a restaurant. In the afternoon transfer in southern Belgium, in the Walloon region, in the town of La Roche en Ardenne. Accommodation at the hotel Floreal. Dinner and overnight stay.

Day 4: La Roche en Ardenne - Dinant - La Roche en Ardenne - Samrée

After breakfast we will travel to Dinant, little gem nestled between the river Meuse and Ardennes mountains. We will visit the ancient Citadel, the Church of Notre Dame and we will have a scenic cruise down the Meuse on nice heated boats. Then we will move to Purnode, for a visit to the nearby historic Brewery Du Bocq, founded in 1858. Return to the hotel for lunch. In the afternoon transfer to Samrée where we will visit the Cyril chocolate factory. Dinner and overnight at hotel.

Day 5: La Roche en Ardenne - Liège - Durbuy - La Roche en Ardenne

Breakfast at hotel and transfer to Liege. Guided tour of the beautiful city with a long and rich history, which preserves architectural remains of considerable interest and value. During the visit we will admire: the Palace of the Princes of Liège, St Paul's Cathedral, in Gothic style, the splendid church of Saint Giacomo, the Collegiate Church of Saint Bartolomeo, the clubs and pubs where beer is served at every hour of the day. Lunch in a restaurant. In the afternoon





stop in Durbuy, known as the “Smallest Town in the World”, with characteristic medieval streets and old stone buildings. Return to the hotel in the evening. Dinner and overnight stay.

Day 6: La Roche en Ardenne - Brussels

After breakfast departure to Brussels for an entire day dedicated to the guided tour of the beautiful capital of Belgium, cosmopolitan, vibrant and dynamic city. We will admire the heart of the city, with the Grand Place, an UNESCO architectural masterpiece, defined by Victor Hugo “the most beautiful square in the world,” the beautiful town hall, the elegant shopping arcade, the Manneken-

Pis, the iconic bronze statue, St Michael’s Cathedral, the Cathedral of the Sablon, the Royal Palace, the Jubilee Park. We will then move to the European district, for admiring the political and institutional heart of Europe. Lunch in a restaurant in the course of the visit. In the evening hotel check-in. Dinner and overnight stay.

Day 7: Brussels Airport

Breakfast in the hotel and transfer to the airport for the return flight

Contact: Rosane.Patte-Davaux@florealignroup.be



Murcia - Costa Calida

Day 1: La Manga Del Mar Menor

Arrival to the hotel. Check-in. Time off until dinner time. Accommodation.

Day 2: La Manga - Cabo De Palos - La Unión

Breakfast. We will start this trip admiring this wonderful and special area, it's own natural shape with a hand of land of 21 kilometres long and a maximum of 500 metres wide, where we can find loads of tourist residential accommodations, hotels restaurants and a yacht harbour called Puerto de Tomás Maestre, very well known, where we will have some time off. We will drive towards the end of La Manga, where both seas find themselves, Mar Menor and the Mediterrean, and the famous Laugh Bridge. We will listen the history of La Manga, will go to the wonderful Cabo Palos village, where you will see the fishing harbour, surrounded by very typical restaurants. We will visit its Lighthouse and will be able to see the creeks and cliffs. Afterwards, we will drive to La Unión and will visit this flamenco city. To enter the Agrupa Vicenta mine is is optional. Back to hotel for lunch. Free time in the afternoon. Dinner and accommodation.

Day 3: La Manga - Cartagena

Breakfast. Departing to this historical city called Cartagena, most important army harbour at the Spanish Levant (Eastern coast of the Mediterranean Sea), where you could visit the Roman Theatre (recently opened), the most amazing archaeological jewel of the city. Nice walk through the historic centre of the city visiting the Héroes de Cavite square, Townhall facade and Calle Mayor with Modernist buildings as Casa de Cervantes, Llagostera and the Grand Hotel, among others. Museums and Ship Tour through the harbour are optional. Back to hotel the hotel for dinner and free time in the afternoon. Dinner and Accommodation.

Day 4: La Manga - Cartagena - Mar Menor

Breakfast. Tour through the Little villages of Mar Menor. Walking in Los Alcázares - San Javier and San Pedro del Pinatar. Dinner and Accommodation.

Day 5: La Manga - Murcia

Breakfast. We will visit the capital of the Region of Murcia. There, you will have the chance to walk in its streets and Town-hall Main Square. We will visit the Royal Casino, one of the most emblematic buildings in the whole city with a mixture of artistic styles to old times that has been declared National Historic Monument and also Artistic Monument of Interest. Our promenade will keep going towards the Cathedral, built between the XIV and XVIII centuries. Afterwards, we will visit the Salzilló's Museum, where we will find the most important and beautiful artistic pieces of this amazing Murcian sculptor. Time off for whoever wishes to visit it or do some shopping in the city. Lunch at a restaurant. Finally, we will go to the Sanctuary of La Fuensanta where we will have time off to visit the Sanctuary and enjoy some of the most beautiful view from the city of Murcia. Back to hotel for dinner and Accommodation.

Day 6: La Manga - Caravaca - Bullas

Breakfast. We will start with a tour guided visit of the historical city centre of Caravaca, starting the monumental tour by the little temple or bath of the Holly Cross of Caravaca (XVIII century), and then walk calmly through the Corredera Street and visit the house where Saint John of the Cross used to stay when he used to visit Caravaca (back in the XVI century), the Concepción church and its amazing Mudejar covered ceiling (from XVI century), the Padres Carmelitas Descalzos convent (founded in 1586) and the monument dedicated to the Saint Pilgrim in Caravaca, Saing John of the Cross. We also will visit the Vera Cruz and Fiesta Museums, as well as the Santiago de la Ribera. Lunch in a restaurant. From there, we will visit Bullas to visit the Wine Museum, the Wineries there and we will end the day with a wine tasting. Back to hotel. Dinner and accommodation.

Day 7: La Manga - Lorca

Breakfast. Arrival to Lorca, starting the visit at the Visitants Centre, built at the restored Convent of La Merced, main entrance door to the history and culture of this baroque city, with its historic city centre declared as a Joint Historical Artistic Area in 1964. We will continue walking towards the Plaza de España, a Renaissance square where we can find the baroque facades of the ex-Colegiata de San Patricio and the Town hall, one of the Renaissance buildings more emblematic of the Region of Murcia. We will continue our tour visiting the Embroidery of the Paso Azul Museum , that has its headquarters in a building known as Casa de las Cariátides, one of the better examples of the Restauración Española architecture, where you can enjoy the main mantle and treasures of this Brotherhood. This tours take us to the Guerra theatre gardens, to rest for a while. Lunch in a restaurant. Hand crafts take a very important part of the life of people from this city, and this makes essential the visit to the Crafts Center placed in a modern building at Lope Gisbert street. It is an exposition centre and promotes all the crafts of the Region of Murcia.

Back to hotel. Dinner and accommodation.

Day 8: La Manga Del Mar Menor

Breakfast. Check out & return home.

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Portugal Learning Journey

A different travel experience in Portugal
 Meeting local entrepreneurs and learning from their experiences
 Diving deep into the regional development of the Naturtejo region

Annex III



Objective and specialties of this learning journey:

This is a prototype learning package developed by ThinkCamp and INATEL within the SENTour project. The objective of this package is to motivate seniors from different cultures and backgrounds to travel together to an extraordinary destination, to learn new skills from the locals and to be actively involved in the sustainable development of the destination.

- Be part of the local community; eat with families and in local restaurants & sleep in traditional Portuguese houses.
- Accompany one of three local artisans or entrepreneurs in their daily life and learn how to produce goat cheese, herbal essences and liquors & creative arts, such as iron art or weaving.
- Travel in a small group of 8 to 15 people from different backgrounds and cultures, bring in your experiences and enrich the sustainable development of the region with your own ideas.

Day 1

- 08:00 Breakfast
- 10:00 Transfer from Lisbon Airport to monastery Convento de Cristo in Tomar (140 km – 2 h)
- 12:30 Lunch break
- 14:00 Visit of Convento de Cristo and lecture about sustainability of monastic life
- 16:00 Transfer from Tomar to Idanha-a-Nova
- 18:00 Check-in at the accommodation and free time until dinner
- 20:00 Dinner with subsequent introduction of the region (at Idanha-a-Nova, district town)



Day 2

08:00 Breakfast and discussion of the day and the week
09:30 All-day sightseeing tour through the Naturtejo region; visiting the Geopark Naturtejo da Meseta Meridional, a UNESCO territory, the medieval village Monsanto & other interesting places in the region
12:30 Lunch
20:00 Dinner

Day 3

08:00 Breakfast
09:30 Workshops for the next 2,5 days on the following topics, from 9:30 to 17:30
Participants decide beforehand which workshop they like to attend:
1) Local goat cheese factory: cheese production, value chain
2) Quinta dos Trevos: iron garage, carpet weaving, handicrafts
3) Aromas do Valado: distilling herbs, nature products, liquors
12:30 Lunch with local entrepreneurs
19:00 Aperitif with review of the day
20:00 Dinner & good night drink

Day 4

08:00 Breakfast
17:30 Workshop Day 2 (people stay in the same group as the day before), from 09:30 to 17:30
12:30 Lunch with local entrepreneurs
19:00 Aperitif and review of the day
20:00 Dinner & good night drink

Day 5

08:00 Breakfast
17:30 Workshop Day 3 (people stay in the same group as the day before), from 9:30 to 17:30
12:30 Lunch with local entrepreneurs
19:00 Aperitif and review of the day
20:00 Dinner & good night drink

Day 6

08:00 Breakfast
09:30 Free time in the morning, preparing the Open Space workshop
12:30 Lunch with people and representatives of the region
16:00 Kick-off speech of the mayor of Idanha-a-Nova
16:30 World Café and Open Space with aperitifs and snacks;
Topic: "Ideas & innovations for the sustainable development of the region"
20:00 Dinner & good night drink

Day 7

08:00 Breakfast
09:30 Open Space meeting part 2 together with representatives from different organisations and companies of the region
12:30 Lunch with people and representatives of the region
15:00 Open Space
20:00 Farewell dinner and celebration

Day 8

08:00 Breakfast and debriefing review
09:30 Departure, Transfer to Lisbon airport or Lisbon by bus

Contact: johannes.pfister@thinkcamp.eu

Portugal: from land to your table

Day 1: Lisbon Airport - Costa Da Caparica

Arrival at Lisbon airport. Assistance and transfer to INATEL Costa da Caparica Hotel***
Check-in and welcome drink. Dinner and accommodation at the Hotel.

Day 2: Costa Da Caparica - Lisbon - Costa Da Caparica

After breakfast we will have free time to discover Caparica's footpaths and coastline. We will then have lunch at Inatel Caparica Hotel. On the afternoon, on our way to Lisbon, we will visit "Cristo Rei" shrine. This monument is on the top of a hill overlooking the Tagus river and facing Lisbon city. It was built as an acknowledgement to God for the non-participation of Portugal on the II World War.

Arriving to Lisbon we will go to Belem district. This area has several monuments that represent the Discoveries Period and the Portuguese overseas expansion. Both Belem Tower and Jeronimo's monastery are classified as UNESCO World Heritage Sites.

After visiting the Jeronimo's monastery church, we are going to taste a traditional and very well-known Portuguese sweet, the Pastel de Belém. We will also have the opportunity to visit its factory.

By night, while having dinner in a restaurant installed in a palace, we will be listening to fado. Fado is a Portuguese traditional song, recently added to UNESCO's list of World's Intangible Cultural Heritage. Accommodation at Inatel Costa da Caparica

Day 3: Costa Da Caparica - Coimbra - Piodão

Departure to Coimbra. After arriving to Coimbra, also known as the "student's city", we will have a sightseeing tour followed by a walking tour through the historical center. Lunch will be at Arcadas Restaurant in Quinta das Lágrimas Hotel. Quinta das Lágrimas is very well known due to its building and gardens beauty but also for the dramatic and forbidden love story that took place over there back in the XIV century.

For lunch we will have creative culinary proposals, based on the region's traditional products and plants/herbs that the Chefs produce biologically. The menu is renewed 4 times a year, following the 4 seasons. This restaurant has a Michelin Star. We will have a cooking class with the Executive Chef Albano Lourenço.

Back on the road, we are going to Piodão which is a beautiful and picturesque historic village.

When arriving to Inatel Piodão Hotel**** you will see how harmoniously fits into the local landscape, the hotel is housed in a beautiful schist building. At its restaurant we will taste the region's flavors, such as the Licor Serrano (local liqueur) or the delicious cheeses, not to mention the bread.

Dinner and accommodation at the Inatel Piodão Hotel.

Day 4: Piodão

After breakfast free time to go for a walk at Piodão village. You can enjoy and relax in the indoor heated swimming pool, sauna, jacuzzi, gymnasium and game room. Nearby places of interest: Igreja Matriz (matrix church); Igreja de São Pedro (church); Capela das Almas (chapel); Fonte dos Algares; threshing ground and Piódão Museum. Lunch at INATEL Piódão. In the afternoon, visit to the Interpretation Centre of Aguardente de Medronho (Grappa). This visit allows visitors to approach the local reality, while they get to know the traditional process of this traditional drink. The visit ends with a taste of the best region flavours, such as cheese, broa (typical type of bread), liquors, honey, and others.
Dinner and accommodation at INATEL Piódão.

Day 5: Piodão - Bussaco - Luso - Porto

Departure to Bussaco . Visite to Bussaco Mountain. Buçaco (or "Bussaco" in its old spelling) is a magical forest with around 700 varieties of trees. Many of them were brought to Europe by Portuguese explorers from Africa and the New World, including 300 exotic species such as Himalayan pines and Mexican cedars.

It was once a monastic retreat, and dotted throughout the forest are secret grottoes, waterfalls, fountains, and tiny hermitages. Women were banned from this "garden of Eden" by papal decree to keep the monks free from temptation, and anyone who destroyed a tree was threatened with excommunication.

After lunch at Curia, we continue to Luso, where one can find thermal baths. Visit to the village. We will then go towards Porto.

Dinner and accommodation in a 3* hotel.

Day 6: Porto - Pinhão - Porto

After breakfast we will go on a cruise at Douro Valley (Porto-Pinhão-Porto) with lunch included. Let's enjoy a day of complete inspiration, where your soul merges with the natural beauty of the Douro. We will see stunning views, covering a story where past and present intersects, passing through vineyards and terraces, historic villages, crossing dams, revealing every minute different landscapes throughout this journey. You will understand why the Douro valley and the historical center of Porto was classified by UNESCO as World Heritage. Return to Oporto.

Back to the Hotel and farewell dinner and accommodation.

Day 7: Porto - Porto Airport

Transfer to Porto airport. Assistance with check-in procedures. End of tour.

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Where the vulcanos kissed pannohian sea

An 8 days LEARNING JOURNEY SLOVENIA – AUSTRIA

Day 1:

From Styrian charming city Graz to Austrian Vulkanland

The small-scale nature of agriculture in Vulkanland produces a variety of fruits. We have selected for you farms and enterprises related to seeds. From the airport in Graz it takes us about one hour to get to Riegersburg by bus.

First we have Lunch at a restaurant in Riegersburg. In the afternoon we visit the mighty Riegersburg castle at close range. The castle was built over 850 years ago and is part of the Styrian Castle Route. It is the most impressive landmark of Southeast Styria and is situated on the rock of a volcano, which is 482m high. With the modern hillside lift we reach the top of the hill very easily and walk along the foot path back to our starting point. On the way you hear about history and volcanism in Riegersburg and surrounding. After Check-in in Feldbach you have dinner in a typical Styrian Buschenschank. The meal (Bretteljause) consists of bread, cold cuts (sausage, meat, ...), cheese, vegetables and spreads. Chairman of Steirisches Vulkanland welcomes us there and gives a lecture on the transformation of the border region to an innovative rural area. Return to the hotel.

Day 2: Hiking from farm to farm

After breakfast it is time for a hiking tour from farm to farm in Auersbach... In the morning: in Vulkanland there is a variety of fruits and crops which have to be dried. Mr. Helmut Buchgraber explains how innovatively these pips, stones and seeds are processed in his company. Lunch at "Dorfcafe" - fried chicken with bread crumbs mixed with pumpkin seeds. We walk 45-60 minutes through the Annagraben, a small valley, to Backwerkstatt (bakery) Winkler. Ms. Renate Winkler has specialised in spelt and homemade products from her garden and farm (Hausmanufaktur -

home manufactory). We will make sweet and sour pickled pumpkins. We use a special variety of pumpkin, the "Styrian oil pumpkin". We continue the hiking tour for another 45-60 minutes to a small organic brewery. Mr. Schmidt tells us about his food philosophy and we try a glass of Luna, a beer made in full moon nights, After the tasting we have dinner in the brewery: local cheese and bread. Traditional program in the evening: We will sing, dance and yodel with a Styrian accordion player (Ziehharmonika) - a living tradition.

Day 3: Visiting organic farms

A ride to the organic farm Kaufmann. There we hear about the healthy aronia berries and get an insight into work with rose petals. We enjoy lunch at "Bauernstadt" in Feldbach. They prepare meals with regional ingredients. In the afternoon we visit the garden of Ms. Scheidl in St. Margarethen. She shows us her self-supply garden. She is well known for her lectures on seed propagation of old varieties and she has many practical tips for us. Afterwards we visit the organic wine farm "Herrenhof Lamprecht", one of the oldest farms in the region, and have a wine tasting in the old cellar. The dinner is served in a restaurant in Feldbach.

Day 4: Southern Vulkanland: healing herbs and relax

We leave the accommodation at 10 am and travel to the southern part of Vulkanland. First we meet Ms. Andrea Bregar "Am Kräuterhügel" (At the herbs hill) where she explains and shows us her work, seminars, courses and we produce a grape seed oil beauty cream together. We have lunch in a restaurant on the way from Ms. Bregar to Bad Gleichenberg. In the afternoon you can relax in the thermal spa in Bad Gleichenberg. The spa centre is surrounded by a park with mighty old trees, which covers



an area of 20 hectares. The hot springs, as a manifestation of volcanism, are used for health treatments. In the evening a small dinner at Delikaterie in Bad Gleichenberg and arrival at the accommodation in Feldbach.



Day 5: Landscape park Goričko

After breakfast, departure to St. Anna, where we meet the Slovenian guide at a great viewing platform and continue with the sights in Slovenia. First we visit one of the biggest castles in Slovenia – in the village Grad. We make a short tour of the castle, where Mrs. Stanka Dešnik presents to us the stories about the region. In the castle we will have a tasty lunch. After lunch we learn to weave and make our own souvenir. After that we visit a young business woman, Andreja. She works at the sawmill and at the same time also in an oil extraction factory, which produces the finest pumpkin oil and also offers flavoured pumpkin seeds, which we are also going to taste. Then we hike in the Ledava valley, with beautiful willows, pass by the mineral water spring in Nuskova, to Mr. Martin. He changed the small classical agricultural farm to a small enterprise. They now grow plants, like quince and make delicious marmelades and liquors from that fruit and also from several other fruit trees. At the tourist farm Smodiš they are well known for the tasty wine and for delicious, homemade dishes. Enjoy the dinner here in a pleasant atmosphere, while the folk group introduces to us dance & songs from the region. Short ride to the hotel and check in at the hotel.

Day 6: Experiencing Prekmurje coulinarics, arts & crafts

The Mura river is inspiring the artists of all arts. We will visit the floating water mill which is still working. Afterwards, Mr Janko Kodila who is using the old recipe for ham from Prekmurje (Prekmurska šunka), which we are going to taste while we get to know all of the international rewarded products, which are made at his »šunkarna«. They are also going to serve us bograč – traditional meal from the region. In the afternoon a potter Franc Zelko and other family

members will teach us how to do pottery – our fingers on the clay, new forms rising from our hands – it is a kind of magic. After the pottery workshop, we have a dinner on the tourist farm of the Zelko family. In the evening we will observe the stars above the Prekmurje landscape. Mr. Bojan is bringing the telescope and perhaps we will discover, what the stars are saying about things, we wish for. Returning to the hotel.

Day 7: Around Puconci

Early in the morning you can enjoy the hotel's spa or take a walk through the enchanting Sunday's morning landscape. At 10.00 we head towards Puconci, where the traditional festival »Dödöljada« and the culinary exhibition are taking place. Together with other teams we will take the challenge and enter the competition of making our own dödöli – traditional dish made from flour, potatoes, water and salt with dressing. After trying our own meal, we drive to the Eko-social farm Korenika, where they introduce us to their philosophy, show us their livestock, and let us taste their delicious products, complying with strict ecological regulations. In the evening we will visit Tremel tourist farm. Branko and his father maintain the family tradition and develop new offers for their guests. In their wine cellar we are going to taste their wine and have a dinner. Return to the hotel.

Day 8: Going home

After breakfast departure to Graz and assistance in transfers to the airport or railway. End of tour and a warm welcome for all that are deciding to visit us again.

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Hands on tradition in a Kingdom of Goldhorn

In the heart of Julian Alps / Slovenia

Day 1: WELCOME!

(Ljubljana)

The evening flight from Brussels Charleroi to Ljubljana airport, a transfer to the city centre to Hotel Pri Mraku where you will check-in and enjoy a light dinner and overnight.

Day 2: Exploring Ljubljana – capital of Slovenia

After breakfast, free for exploring the town on your own or just relax. Meeting at noon for lunch at the hotel, followed by a guided walk and a river Ljubljanica boat trip. A walk in the centre of Ljubljana offers an insight into the work of Jože Plečnik, one of the most prominent Slovene architects of the twentieth century, while the boat ride offers an opportunity to see Ljubljana and its numerous famous buildings and bridges from a different angle, away from the city's hustle and yet in the very city centre. Afterwards, a funicular ride to the Ljubljana Castle will offer a bird-eye perspective of the city and its surroundings. Dinner at the hotel and the evening programme "Let's get to know each other & let's see what the coming week will bring us".

Day 3: From the capital to the mountains

(Ljubljana – Radovljica – Kropa – Kranjska Gora)

In the morning free time to explore antique flea market at nearby Ljubljanica riverbank, followed by a bus departure towards mountains. Our first stop will be the historical town of Radovljica, well-known for its apiculture tradition. Guided walk through the old town and a lunch at the historical inn Lectar. As the inn also functions as a "lect" («gingerbread») workshop, where products of this old Slovenian craft called »lectarija« are made, we will be able to enjoy a presentation of gingerbread making. Afterwards we will drive to nearby Kropa to explore its 700 years of iron-forging tradition. From there we will continue the ride towards Kranjska Gora, an attractive small Alpine town, most known for its winter sports. Check-in at Hotel Lipa, dinner and overnight stay.

Day 4: Mojstrana, the hub of Slovenian mountaineering

(Kranjska Gora - Mojstrana – Gozd Martuljek – Kranjska Gora) After breakfast departure by bus for nearby village Mojstrana and a visit of the Slovenian Alpine Museum. Given the diversity of the mountains and way of life in Slovenia, it is not surprising that the tradition of mountaineering is extensive and Slovenian climbers are among the best in the world. An expert in mountaineering and its history will share with us his knowledge and experience. A short bus ride – or a walk if preferred – will take us up to the valley Vrata to visit a natural heritage monument, the Peričnik waterfall, where you can even walk behind the waterfall. A shepherd's meal in this land of Triglav fairy tales. In the afternoon we will ride to Gozd Martuljek where a culinary workshop - making of culinary speciality "Rateče fritters" and degustation will take place. Return to hotel in Kranjska Gora and the evening performance of folk dances and customs.

Day 5: Planica, the birth place of ski-jumping

(Kranjska Gora – Planica - Kranjska Gora)

Free morning for exploring interesting sights of Kranjska Gora, abundant with cultural heritage sights nested in a pristine nature or for enjoying a relaxing morning of glacial wellness i.e. swimming in the pool with heated glacial water and a massage. At noon a departure for the world famous Planica valley where the ski jumping discipline was born in 1934, and where the World cup takes place every year. Planica is a magnificent amphitheatre of the ski-jumping and ski-flying hills on the slope under the Ponce mountain. Lunch in a hut. After lunch you can enjoy an easy hike along scenic glacial Tamar valley or visit the newly opened Planica Nordic centre which offers a chance to discover the history

Day 6: Bled, a Slovenian fairy – tale destination

(Kranjska Gora – Bled – Bohinj)

After breakfast, departure for a drive through the valley of Radovna with a stop-over at the Pocar Homestead, one of the oldest homesteads in the Triglav National Park, where the architectural heritage and culture of living in Gorenjska rural areas will be presented. Drive to Bled, one of the most beautiful and idyllic Alpine resorts. Free for a stroll by the scenic lake, for a boat ride to the island or just for rummaging in the local souvenir stores. For culinary curious an optional programme - a presentation of making and a tasting of the famous Bled cream cake at Park Hotel restaurant and café will be offered. Lunch at the local inn. In the afternoon a visit of the Bled Castle, with a rich display of its history that reaches back to 1004 and an incredible view over surrounding villages, the valleys and the Alps. Towards the evening, departure for the other Slovenian Alpine pearl, Bohinj and its pristine lake. Check-in at Hotel Jezero, dinner and free evening.

Day 7: Bohinj, Slovenian Alpine pearl and surroundings

(Bohinj – Begunje – Ljubljana)

In the morning some free time for individual walks and sightseeing of the nearby attractions. Before noon a departure for a ride with a cable car to Vogel (1.535 m) to experience the splendor of high mountains and to enjoy exceptional views. A short and easy hike over high-plateau pastures and a lunch in an alpine hut offering traditional home-made food. In the afternoon a departure towards Ljubljana. On the way, a visit of the Avsenik Ensemble Museum in Begunje, known worldwide for its music and a farewell dinner at Avsenik Inn. Ride to Ljubljana and overnight stay at Hotel pri Mraku in the centre of Ljubljana.

Day 8: Ljubljana

After breakfast a surprise gift for everyone. Enjoy few last hours in Ljubljana, maybe by visiting very popular Friday's event the "Odprta kuhna" - a unique open air food market in the old town. In the afternoon a transfer to the airport and "Farewell – Na svidenje!" till your next journey to the sunny side of Alps!

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Day 1: Day Lisbon Airport - OEIRAS

Arrival at Lisbon airport. Assistance and transfer to INATEL in Oeiras. Dinner and accommodation.

Day 2: Day Oeiras - Cascais - Estoril - Oeiras

Morning, leisure time. Suggestion: Enjoy the beach just next to the hotel or the several cultural or retail opportunities. Lunch. Afternoon bus tour through the "Portuguese Riviera". Short stop in Cascais, an ancient fishing village, and in Estoril. For centuries, these were the King's and nobility's holiday destination.

Its ideal weather conditions, beaches, trade and good access are reason enough to visit and/or stay in this region all year round. Short stopover at Boca do Inferno to enjoy the stunning views. Return to Oeiras. Dinner and accommodation.

Day 3: Oeiras - Sintra - Oeiras

Free leisurely morning. Suggestion: wander nearby the hotel's beaches, fortress, bars or harbor. Lunch. Afternoon scenic tour of Sintra, a UNESCO World Heritage Site.

Sintra has always been considered an idyllic place by kings and nobles, and praised by writers and poets: the "Glorious Eden" as Lord Byron called it. Here one can find several palaces, like the National Palace, which has long since become the ex-libris of Sintra; the Pena Palace, high up on the hilltops of the mountain; Seteais Palace, nowadays a luxury hotel and Monserrate, famous for its magnificent gardens with exotic and unique species in Portugal. We suggest a local pastry tasting: Special focus to "travesseiros" or "queijadas de Sintra". Return to Oeiras. Dinner and accommodation.



Day 4: Oeiras - Belém - Lisbon|Oeiras

Morning visit to Belém, a district full of monuments which testify to the Discoveries Period and the Portuguese overseas expansion. Special focus to Belém Tower and Jerónimos Monastery, which symbolize the richness, luxury and lavish lifestyle of Portugal during the 15th century, both UNESCO World Heritage Sites, and the Discoveries Monument, which pays tribute to historical figures. Taste the worldwide famous "pastéis de Belém", the Portuguese cream custard tarts in the original pastry shop. Return to Oeiras for lunch. Free leisure time. Dinner with fado show in Lisbon. Return to Oeiras for accommodation.

Day 5: Oeiras - Lisbon - Oeiras

Free leisurely morning. Lunch in INATEL Oeiras. Visit to Lisbon. After a scenic tour through the main monuments located in Baixa (Pombaline downtown) enjoy some free time for shopping or sightseeing.

We continue to the modern Parque das Nações, where the World Exhibition 1998 took place. Free leisure time. Here one can visit one of the biggest aquariums in Europe. Dinner and accommodation in INATEL Oeiras.

Day 6: Oeiras - Lisbon Airport

Transfer to the Lisbon airport. Assistance with check-in procedures. End of tour.

Contact: ana.amaral@inatel.pt



Discovering Puglia

Day 1: Bari/Brindisi APT - Santa Maria di Leuca

Arrival of participants at Bari/Brindisi Airport, meeting with our Tour Leader and transfer by coach to Santa Maria di Leuca, a beautiful town overlooking the meeting point between the Ionian Sea and the Adriatic Sea. Free lunch. At the arrival to the hotel, accommodation in the reserved rooms and short walk in the historical center of the town, in a dominant position over the beautiful sea. We can admire: the immense square, the Basilica dedicated to the Virgin Mary "De Finis Terrae" and the lighthouse. Followed by welcome drink in hotel with drinks and "pittule", typical regional dish. Dinner and after dinner presentation of the program. Overnight.

Day 2: Santa Maria di Leuca - Otranto

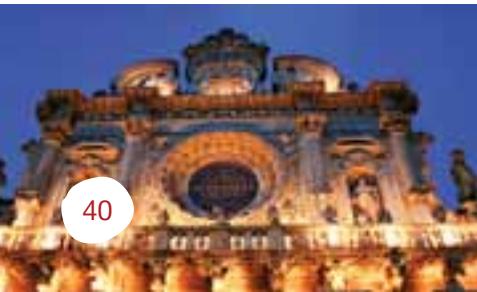
Breakfast at the hotel and transfer to Otranto. Guided tour of the city, located in the extreme East of Italy. Its old town, UNESCO World Heritage, is certainly among the most fascinating and interesting of Salento, with white buildings that overlook the turquoise sea. Return to the hotel for lunch. In the afternoon, guided tour of the nineteenth-century Villa La Meridiana, owned by the hotel, with its original stone floor, old mangers, the bread cart. To follow, tasting typical liqueurs (of prickly pear, of rose, of Tangerine) selected from "The Caroli's Winecellar". Free time. In the evening, meeting and greetings by local authorities, followed by welcome dinner with gastronomic specialties, with live music and dancing. Overnight.

Day 3: Santa Maria di Leuca - Gallipoli - Tuglie - S. Maria di Leuca

Breakfast at hotel and transfer in private bus to Gallipoli for a guided tour of the "Pearl of the Ionian Sea". Walking through the winding streets of the old town, we can admire the palaces, the court houses, beautiful churches, Baroque buildings and the Aragonese castle. There is also an impressive descent into one of 35 hypogean olive-press of the ancient town, dating back to 1600. Lunch in a restaurant. In the afternoon transfer to the little city of Tuglie, where we will visit the Museum of the Country Civilization with the didactic Farm, cave settlement, the belvedere and the Botanical Garden of the Palazzo Ducale. Return to the hotel. Dinner and overnight.

Day 4: Santa Maria di Leuca - Specchia and Presicce - Typical Cooking Lesson

Breakfast at the hotel and morning dedicated to the discovery of two of The Most Beautiful Villages in Italy: Specchia and Presicce. Specchia is headquarters of the consortium of producers of extra-virgin olive De.C.O. The historic centre of the village, of medieval plant, is considered among the most beautiful of Salento. Presicce is known as "the underground city", due to the presence of numerous underground olive-press. Lunch in hotel. In the afternoon all involved in a cooking lesson with "Le mani in pasta": in the unique setting of Villa La Meridiana, we will learn techniques and secrets of preparing typical pasta of Puglia, like sagne, orecchiette, minchiaredghi, maritati and tria. Free time. Special "Spaghetti under the stars". Overnight.



Day 5: Santa Maria di Leuca - Lecce

Breakfast at the hotel and transfer by coach in Lecce for a guided tour of the beautiful city, known as the Paris of the South, a veritable triumph of Baroque elegance. To be admired: the Church of Santa Croce, Piazza Duomo, Piazza Sant'oronzio, the Roman amphitheatre. Free lunch and free afternoon for individual visits or shopping. Don't miss a sweet stop in an elegant pastry shops of the city centre, where you can enjoy the masterpiece of Salento: the pasticciotto pastry with cream and cherries. Return to the hotel in the evening. Dinner and overnight stay.

Day 6: Santa Maria di Leuca - Le Grotte di Leuca - Maglie

Breakfast at the hotel. Morning dedicated to a scenic motorboat excursion for discovering the beautiful Grotte di Leuca, a succession of caves, tunnels, ravines that the sea has slowly carved into the rock, making this stretch of coast particularly fascinating. Lunch in hotel. In the afternoon, transfer to the town of Maglie to visit an historic candy factory, which since 1875, with care and skill, works and transforms local products in delicious creations. Don't miss: dried fruit, pastries filled with almond paste, praline chocolate. Return to the hotel and special "frisellata" of Salento, to appreciate the unique taste of one of the most simple, genuine and tasty dish of the regional cuisine. Overnight.

Day 7: Santa Maria di Leuca - Brindisi/Bari Apt

Breakfast in hotel and transfer to the Airport for your departure flight

Contact: brunella.marinangeli@happyage.it



SENTour package evaluation form

1. Profile Male Female Age
 2. Current or past job/profession: _____
 3. Country of residence: _____

For the next questions please mark with x the preferred statement. You are most welcome to add comments.

4. Bus transport

	Excellent	Very good	Good	Fair	Poor
Bus - coach					
Bus - driver					
Transfer/s					

Comments: _____

5. Accommodation

	Excellent	Very good	Good	Fair	Poor
Service					
Facilities					
Accessibility					

Comments: _____

6. Meals: quality of food

Excellent Very good Good Fair Poor

Comments: _____

7. Meals were fresh, diverse and adapted to intolerances:

Yes, always Yes, mostly Yes, sometimes

Almost never Never

8. Tour guide/s

	Excellent	Very good	Good	Fair	Poor
Friendliness					
Professionalism					
Knowledge					
Punctuality					
Local guides					

Comments: _____

9. Places

Please list three places visited during the tour that were your favourite, please explain in a few words what you liked about them.

10. Activities

Please name and evaluate a few of the activities held during your trip (e.g. workshop, visit to the museum) that were most memorable to you.

Please indicate your experience on the scale.

	Excellent	Very good	Good	Fair	Poor

Comments: _____

11. What is your opinion about the following characteristics of the package? The package included....

	Yes, very much	Yes, much	Some	Not very much	Not at all
...visits of natural heritage sites	<input type="checkbox"/>				
...activities which increase awareness towards the conservation of natural and cultural assets	<input type="checkbox"/>				
...experiencing of regional cuisine	<input type="checkbox"/>				
...learning of regional cuisine	<input type="checkbox"/>				
...visits of traditional events	<input type="checkbox"/>				
...visits of cultural heritage sites	<input type="checkbox"/>				
...activities which enable social contacts and intercultural experiences	<input type="checkbox"/>				
...learning experiences	<input type="checkbox"/>				
...enhances knowledge of local history	<input type="checkbox"/>				
...music experiences, dances (regional focus)	<input type="checkbox"/>				
...animation in the evenings	<input type="checkbox"/>				
...a good mix of different physical activities	<input type="checkbox"/>				

12. Do you think that the package and the activities included are suitable for your age group?

Yes, very much Yes Neither yes, nor no No Not at all

Comments: _____

13. What did you enjoy the most about the tour?

14. What did you enjoy the least about the tour?

15. Your overall feeling about the package:

Excellent Very good Good Fair Poor

Comments: _____

16. Would you recommend the package to your friends / relatives?

Definitely Perhaps No Not at all

Comments: _____

17. Was the package good value for money?

Definitely Perhaps No Not at all

Comments: _____

18. The single room supplement was:

Adequate Too high I don't know

Comments: _____

19. Does the package need improvements? If yes – which?

20. When travelling, which experience is generally most valuable to you?

Culture Nature Recreation Education & new skills

Friendship & new contacts

21. Your general preference is to travel during the month/s of: _____

22. With whom do you usually travel when on a package tour?

Alone With partner With other relative/s

With friend/s

23. And with whom do you travel this time?

Alone With partner With other relative/s

With friend/s

24. Can you please tell us something about your past travel experience? (more than 1 answer possible)

I travel mainly within my home country

I travel at least once a year to a neighbouring country

I travel at least once a year to another country

I already have experience with multiple trips abroad

I stayed the last 5 years at home

25. Have you visited this country before?

No Yes, in the year/s:

26. Which of these statements you agree with?

(mark just 1 answer)

Traveling in a transnational group (with people from different countries).....

...is interesting, other problems like languages don't matter

...is interesting if people can communicate in the same language

...is not interesting because you can't communicate in the same language

**Thank you for your information
and thank you for travelling with us!**

Insert name of person & SENTour project partner's institution

Insert name of person & agency



Partners



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