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THE PROBLEM OF AVAILABILITY OF FOOD SERVICE INDUSTRY FOR DISABLED PEOPLE

No one can be considered less valuable or not worthy of respect. Each of us should have equal rights, the same level of attitude and be treated with dignity, regardless of health status and physical abilities. Nevertheless, the problem of availability of food service industry for disabled people is still important. According to the law of the republic of Belarus, the existing social infrastructure facilities must be adapted for access and use by people with disabilities, otherwise necessary measures must be developed and implemented to ensure the satisfaction of the requirements of people with disabilities [1]. In some European countries, there are heavy fines for failure to provide accessibility. Old places still work, but new ones simply do not acquire a license to provide services, if they don't take into account everything necessary for disabled people. In general, the attitude towards people with disabilities in Europe in some ways is more pleasant than in Belarus. All members of the staff of every organization should be able to offer their help, but people in our country still have fear and estrangement, waiters and managers sometimes don't know what to do with the disabled. One example of tolerance and acceptance of people with disabilities is a restaurant chain "In black" (Dans le Noir) in Paris, Moscow and London. This project is primarily social, because blind and bad-sighted waiters work there. The meaning of the institution is that visitors choose a table, make an order and eat without any lighting. Phones and other devices with illumination in "Dans le Noir" must be put in a locker. Dinners are held in total darkness, and the food remains secret. Guests discover what exactly was in their meals when they leave the restaurant. A restaurant with the same idea has been working in Minsk since 2013, providing unusual and unforgettable experience for its visitors. This concept was developed in order to give people living a normal life a chance to see and most importantly to feel what the life is for those who are blind.

On July, 2017 Afisha.tut.by carried out a research connected with a problem of entering a cafe in Minsk for cripples. As the result of this research, they found out that there were not many places in the city, in which a cripple could enter without any help. In addition to this, there are many other problems for a wheelchair like too high tables or too narrow aisles and doorways. In general, owners are ready to discuss and solve all the problems, but most of them just haven't faced such situations before [2].

So, it is clear that some steps for creation a barrier-free environment should be taken in Belarus. The simplest solution that can be made right now is the installation of personnel call buttons. Another way to solve this problem is to install ramps. It is also important to think about the size of furniture, aisles and doors while planning an interior of a new bar or cafe.

Braille's invention was a real rescue for the blind: it was a relief-dotted tactile font intended for writing and reading by blind people. In Russia, for example, were opened some restaurants where the menu printed on this system was used. In addition to this, information on the assortment dishes and prices could be obtained using the special voice menu. Of course, it is necessary to think over the system of operative communication with the waiter. Moreover, inside the big halls of a cafe or restaurants it is important to lay a special paths through which the guest will independently reach the wardrobe, toilet or cash desk.

Although the equipment is quite expensive, giving disabled people an opportunity to live better is important for the development of society.

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THE PROSPECTS OF THE DEVELOPMENT OF BARRIER-FREE TOURISM IN BELARUS

The topic of holiday and tourism for people with disabilities is becoming more and more relevant and the demand for barrier-free tourism is growing greater.

What is barrier-free tourism? Barrier-free tourism is a form of tourism that allows people with special needs to be on equal terms in providing tourist goods, services and environment. This means that travels, tourist destinations and information are open to general use and correspond to the requirements of people with special needs.

Who is barrier-free tourism urgent for? In the broad sense, barrier-free tourism comprises people with disabilities, elderly people, big and small people, tall and short people, people with temporary health problems, parents with children. This category also includes people who don't know foreign languages and travellers with heavy luggage.

What are the reasons for the development of barrier-free tourism?

1) Equal rights (All people without exception have the right to participate in cultural and sports life, tourism and holiday.);