

ACI Global Training Instructor Biography



Name: *Laurel Van Horn*

Courses: *Accommodating Passengers with Disabilities (APD) Workshop*

Laurel has specialized in accessible travel and hospitality since 1987, working as a writer, educator and researcher. For the past ten years she has been the program director/editor for Open Doors Organization (ODO). In addition to developing all of the ODO customer service training for airports, airlines, airline service companies, cruise lines, hotels and ground transportation companies, Laurel edits their Easy Access guides, research papers, newsletter and website. She is also the ODO's expert on the ADA, ACAA, and Universal Design as well as signage and wayfinding.

Formerly the executive director of SATH (Society for Accessible Travel & Hospitality), Laurel also was editor of their magazine, *Open World for Disability and Mature Travel*. She has since written for numerous disability magazines, websites and scholarly journals, reporting on developments in inclusive travel worldwide. Laurel has conducted access projects and awareness training in many countries including Thailand, India, Egypt, Dubai, South Africa, Peru, Chile and Panama. She has also served on a variety of transportation-related advisory boards—Greyhound Lines, Northwest Airlines, Project Action, US Access Board's Passenger Vessel Access Advisory Committee and currently Amtrak Passengers with Disabilities Web Advisory Board.

Since joining ODO in 2004, Laurel has conducted numerous airport accessibility audits and led the team that carried out ADA audits for Celebrity Cruises and Norwegian Cruise Lines. She also has consulted on wayfinding and signage with the Port Authority of NY/NJ and Naughton + Associates, a Chicago design firm, and helped to design an Urban Trail & Navigation System for Southwind Park in Springfield, IL. As a well-recognized expert on disability access, she speaks frequently at travel industry conferences and is in charge of program content for ODO's biennial Universal Access in Airports (UAIA) conference.