



This newfound insight enriched my empathy and reinforced the importance of making travel accessible for everyone, ensuring that every journey, no matter the destination, is open to all.

Chris van den Hooven, Cathay Pacific Airways Limited



Popular Keynotes:

Why Accessibility Matters

A dynamic presentation on accessibility fundamentals that gives attendees a clear understanding of what meaningful inclusion looks like from a disability perspective and how to implement it effectively.

ADA Compliance vs. True Accessibility

Drawing on four decades of lived experience, this powerful keynote shares personal stories that illustrate the profound difference between technical compliance and actual accessibility, revealing why genuine accessibility is achievable yet often overlooked.

The Economic Power of Disability

An engaging exploration of disability in the marketplace, examining travel habits and trends of people with disabilities to demonstrate the significant economic influence of this consumer demographic and the business case for accessibility.

Beyond Borders: Global Travel Trends & Accessibility

This forward-looking keynote examines emerging global travel industry trends through a unique lens. By revealing how accessibility is the overlooked catalyst that can and will transform the industry. Discover how creating truly accessible experiences isn't just socially responsible — it's the key differentiator for capturing tomorrow's diverse global market and securing competitive advantage in a rapidly evolving landscape.

Our training is ideal for frontline staff at airports, hotels, restaurants, attractions, entertainment venues, and parks & recreation staff. It's also ideal for airline and cruise ship staff, public transit employees as well as Uber & Lyft drivers.



Popular Training Sessions:

Guest Interaction Training

A high-impact training session specifically designed for travel and hospitality professionals. Learn respectful, effective ways to interact with guests who have disabilities and transform this underserved market into loyal customers and enthusiastic advocates.

Know Your Property

Demystifying accessibility requirements with practical solutions. This high-energy educational session includes property tours with staff to identify easy, inexpensive improvements that make hotels, restaurants, entertainment venues, or corporate offices more accessible to all.

Credibility Matters. Brett Heising & Elizabeth Pond Are:

- Globally recognized travel experts and speakers on accessibility, travel industry trends, and entrepreneurship from a disability perspective for over a decade.
- Brett has more than four decades of lived disability experience informing his consulting work.
- Brett has been published in The New York Daily News and Travel Pulse.
- Trusted sources for travel writers and technology reporters, with coverage in Associated Press, Arizona Republic, Phoenix Business Journal, US News, Inc. com, The Washington Post, and more.
- Liz is a travel industry veteran who spent more than two decades as a sales executive with American Airlines.
- Liz earned her GLP through GBTA.
- She's worked with Arizona State University developing Universal Design curriculum and has a degree in Urban Planning from UCLA.



Let's talk!

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