**Appendix 1: The summary of reviewed articles (n=101)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Author** | **Journal, CABS ranking** | **Research Design/ Method** | **Theme** | **Sub-theme** | **Type of disability** | **Country** | **Sector** | **Sample** | **Main contribution** |
|  | Burnett and Baker (2001) | JTR, 4\* | Quantitative  self-administered questionnaire  (ANOVA) | Travel experience of TWDs | Motivation and experience | Multiple disabilities | United States of America | Travel experience | TWDs | TWDs with severe disabilities have distinct travel patterns and motivations compared to others. |
|  | Miller and Kirk (2002) | JST, 3\* | Quantitative  Mystery shopper (letter) | Disability inclusion enablers | Disability discrimination acts | Visually impaired | United Kingdom | Travel experience | TWDs | Organisations need to improve their ability to fulfil basic requests. |
|  | Israeli (2002) | JTR, 4\* | Quantitative  Compensatory methods and non-compensatory methods | Travel experience of TWDs | Physical accessibilities | Physical disabilities | Israel | Tourist attractions | TWDs | Assessing the significance of accessibility factors for TWDs at tourist sites. |
|  | Takeda and Card (2002) | JTTM, 2\* | Quantitative  Questionnaire  Graphical display analysis | Travel experience of TWDs | Service provisions to serve TWDs | Physical disabilities | United States of America | Tour operators/travel agencies | Tour operators' perspective | Accessibility barriers and staff attitude barriers. |
|  | Ray and Ryder (2003) | TM, 4\* | Mixed methods  Focus group discussion  Hybrid surveys | Travel experience of TWDs | Service provisions to serve TWDs | Physical disabilities | United States of America | Travel experience | TWDs | PWDs consider word-of-mouth recommendations, the internet, and travel guides are crucial for travel planning. |
|  | McKercher *et al.* (2003) | TM, 4\* | Qualitative  Focus-group interviews | Travel experience of TWDs | Service provisions to serve TWDs | Mobility and visual disabilities | Hong Kong | Travel experience | TWDs | Attitudinal and structural limitations are the most negligible efficiency factors for travel agents. |
|  | Chi and Qu (2004a) | IJHTA, 1\* | Quantitative  Questionnaire  Factor analysis, multiple regression, and one-way ANOVA | The employment of EWDs | Employers' attitudes toward hiring | Multiple disabilities | United States of America | Foodservice | Foodservice employers | The findings indicate that having positive previous work experience with individuals with disabilities can lead to favourable attitudes towards hiring them. |
|  | Harris and Durocher (2003) | IJHTA, 1\* | Quantitative  Questionnaire  ANOVA | The employment of EWDs | Human resource practices | Vision-Impaired | United States of America | Foodservice | EWDs (Managers) | Enhancing training programs and improving the inspection process is necessary for better training outcomes. |
|  | Yau *et al.* (2004) | ATR,4\* | Qualitative  In-depth Interview | Travel experience of TWDs | Motivation and experience | Mobility or visual disabilities | Hong Kong | Travel experience | TWDs | Understanding the active travel process will increase awareness of the specific tourism requirements of TWDs. |
|  | Hunter-Jones (2004) | TM, 4\* | Qualitative  In-depth Interview | Travel experience of TWDs | Barriers to travel | Skin cancer | United Kingdom | Travel experience | Multiple stakeholders | Key travel barriers include concerns about managing difficulties while on vacation, a lack of confidence, and a need for self-belief. |
|  | Shaw and Coles (2004) | TM, 4\* | Qualitative  Case study interview | Travel experience of TWDs | Motivation and experience | Multiple disabilities | United Kingdom | Travel experience | TWDs | The results indicate that TWDs should be included in broader disability studies that embrace the social model of disability. |
|  | Ross (2004) | IJHM, 3\* | Quantitative  Questionnaire  ANOVA | The employment of EWDs | Employees' treatments | - | Australia | Hospitality organisations | Tourism students | Both societal and personal ethical factors play a significant role in determining how EWDs are treated. |
|  | Chi and Qu (2004b) | JHRHT, 1\* | Quantitative  Questionnaire  ANOVA | The employment of EWDs | Employers' attitudes toward hiring | Multiple disabilities | United States of America | Restaurant | Employers | Employers had a more favourable attitude towards employees with sensory impairment and physical disabilities than those with mental disabilities. |
|  | Daruwalla and Darcy (2005) | ATR, 4\* | Quantitative  Questionnaire | The employment of EWDs | Human resource practices | - | Australia | Hospitality organisations | Tourism students and employees | Changing societal attitudes is more manageable than changing personal attitudes, and having direct contact with EWDs is more effective in altering attitudes than simply providing information. |
|  | Daniels *et al.* (2005) | TM, 4\* | Qualitative  interpretive content analysis,  comparative pattern analysis | Travel experience of TWDs | Barriers to travel | Physical disabilities | United States of America | Travel experience | TWDs | The study recognises six intrapersonal, six interpersonal, and eight structural barriers to travel. |
|  | Williams and Rattray (2005) | IJCHM, 3\* | Qualitative  Bobby software analysis | Travel experience of TWDs | Information accessibilities | - | United Kingdom & United States of America | Hotel | Hotel websites | The hotel websites revealed abysmal levels of accessibility for EWDs. |
|  | Shi (2006) | TM, 4\* | Quantitative  World Wide Web Consortium's (W3C) analysis  Bobby software | Travel experience of TWDs | Information accessibilities | - | Australia | Visitor information centres (VIC) websites | VIC websites | Most homepage websites in VIC were discovered to violate one or more of the W3C web accessibility standards. |
|  | Card *et al.* (2006) | APJTR, 1\* | Quantitative  Questionnaire  AABM Comparison | Travel experience of TWDs | Service provisions to serve TWDs | Physical disabilities | United States of America | Travel agencies | Provider (Tour operators) and TWDs | The study compares the barriers faced by providers with those faced by TWDs. |
|  | Lane (2007) | IJCHM, 3\* | Qualitative  Case study | Travel experience of TWDs | Motivation and experience | Multiple disabilities | United Kingdom | Travel experience | TWDs | This study emphasises how TWDs interact with a wide range of organisations and businesses while on a trip, experiencing their services. |
|  | Gröschl (2007) | IJHM, 3\* | Qualitative  Interview | The employment of EWDs | Challenges of hiring EWDs | Multiple disabilities | Canada | Hotels | Leaders and employment agencies | Managers' aesthetic and self-presentation preferences and other hotel industry-specific traits may limit EWDs' recruitment. |
|  | Mills *et al.* (2008) | CHQ, 2\* | Quantitative  The Kruskal-Wallis’s test | Travel experience of TWDs | Information accessibilities | Visual disabilities | United States of America | Hotel | Accommodation websites | Numerous issues hinder the usability of these websites for visual impairments TWDs. |
|  | Ozturk *et al.* (2008) | TM, 4\* | Quantitative  Questionnaire  t-test | Travel experience of TWDs | Service provisions to serve TWDs | Physical disabilities | Turkey | Hospitality organisations | Hotel and travel agency managers | Although serving TWDs is an emerging effort, travel operators are willing to participate. |
|  | Eichhorn *et al.* (2008) | ATR, 4\* | Mixed method  (Questionnaire, focus group)  information search theory | Travel experience of TWDs | Information accessibilities | Multiple disabilities | Europe | Hospitality organisations | Service providers, disability organisations | The analysed existing schemes partially meet informational requirements. |
|  | Darcy and Taylor (2009) | LS, 2\* | Mixed method  Content analysis, complaint cases analysis | Disability inclusion enablers | Disability discrimination acts | - | Australia | Hospitality organisations | Government authorities | Discrimination themes show that TWDs are struggling for their rights. |
|  | Lovelock (2010) | TM, 4\* | Quantitative  Questionnaire  t-test | Travel experience of TWDs | Motivation and experience | Physical disabilities | New Zealand | Natural attraction | Disabled and non-disabled residents | The group with mobility issues reported a more significant need for improved access in such settings. |
|  | Poria *et al.* (2010) | JTR, 4\* | Qualitative  Interview | Travel experience of TWDs | Motivation and experience | Physical and visual disabilities | Israel | Air travel | TWDs | Wheelchair users face physical and social challenges that humiliate and hurt them. |
|  | Darcy (2010) | TM, 4\* | Quantitative  questionnaire  t-test and ANOVA | Travel experience of TWDs | Physical accessibilities | Multiple disabilities | Australia | Hotel | TWDs | Disability dimensions and level of support requirements are crucial to accessibility. |
|  | Freeman and Selmi (2010) | JTR, 4\* | Qualitative  Interview | Travel experience of TWDs | Service provisions to serve TWDs | Multiple disabilities | France & Canada | Travel experience | TWDs | Neither country's tourism business has a disability-friendly policy. |
|  | Chang and Chen (2011) | TM, 4\* | Quantitative  questionnaire  IPA analysis | Travel experience of TWDs | Motivation and experience | Lower extremity function (LEF) impairment | Taiwan | Air travel | TWDs | The results show that people with minor, moderate, and severe disabilities have different care needs. |
|  | Bizjak *et al.* (2011) | ATR, 4\* | Quantitative  Experiment | Travel experience of TWDs | Service provisions to serve TWDs | - | Europe | Hospitality organisation | Tourism students | Disabled subjects in tourism schools can improve students' views of TWDs. |
|  | Bengisu and Balta (2011) | JST, 3\* | Quantitative  Delphi study | The employment of EWDs | Challenges of hiring EWDs | Multiple disabilities | Turkey | Hospitality organisations | Experts of disability | Regardless of disability, EWDs should be hired on merit, suitability, and ability. |
|  | Blichfeldt and Nicolaisen (2011) | CIT, 2\* | Qualitative  Interview | Travel experience of TWDs | Motivation and experience | Physical disabilities | Denmark | Travel experience | TWDs | The travel decision process for TWDs is complex, but as the TWDs gain more experience, the complexity decreases. |
|  | Buhalis and Michopouloub (2011) | CIT, 2\* | Qualitative  Focus group | Travel experience of TWDs | Information accessibilities | Multiple disabilities | United Kingdom & Europe | Travel experience | Multiple stakeholders | Profiling and personalisation tools in information accessibility are crucial for TWDs. |
|  | Darcy and Pegg (2011) | IJHM, 3\* | Qualitative  In-depth Interview, focus group | Travel experience of TWDs | Service provisions to serve TWDs | Multiple disabilities | Australia | Hotel | Hotel managers | The importance of inclusive attitudinal approach, safety, communication, accessibility, and operational processes. |
|  | Poria *et al.* (2011) | IJCHM, 3\* | Qualitative  Interview | Travel experience of TWDs | Barriers to travel | Visual and physical disabilities | Israel | Hotel | TWDs | The main obstacles are physical design and staff behaviour. |
|  | Var *et al.* (2011) | APJTR, 1\* | Quantitative  Questionnaire  t-test, chi-square, and factor analysis | Travel experience of TWDs | Motivation and experience | Physical disabilities | Turkey | Travel experience | TWDs | Different demographic groups/patterns of TWDs travel differently. |
|  | Darcy (2012) | JHTM, 2\* | Mixed method  Content analysis  Questionnaire  In-depth interviews | Travel experience of TWDs | Motivation and experience | Multiple disabilities | Australia | Air travel | Newspapers, complaint cases, TWDs | Anxiety, helplessness, and shame are beyond what individuals commonly experience because of unfair, inaccessible, undignified, and dependent practices. |
|  | Patterson *et al.* (2012) | WLJ, 1\* | Qualitative  Interview | Travel experience of TWDs | Service provisions to serve TWDs | Multiple disabilities | Australia | Hospitality organisations | Owners/managers of tourism operations | Individual tourism operators continue to engage in an ad hoc process of trial and error regarding their level of engagement. |
|  | Nicolaisen *et al.* (2012) | WLJ, 1\* | Qualitative  Interview | Travel experience of TWDs | Service provisions to serve TWDs | - | Denmark and Germany | Travel experience | Regional and local DMOs | The provision for TWDs should be considered through the lens of both the medical and social models of disability. |
|  | Houtenville and Kalargyrou (2012) | CHQ, 2\* | Quantitative  Questionnaire | The employment of EWDs | Challenges of hiring EWDs | Multiple disabilities | United States of America | Hospitality organisations | Employers | Larger companies, tax credits and incentives, flexible work schedules, disability awareness training and knowledge about EWDs would enhance the hiring process. |
|  | Joo and Cho (2012) | APJTR, 1\* | Quantitative  Questionnaire  Chi-squared, correlations | Travel experience of TWDs | Motivation and experience | Multiple disabilities | Korea | Foodservice | Special education students | The improvement of mobility and accessibility within restaurants and personnel attitudes are needed. |
|  | Schitko and Simpson (2012) | APJTR, 1\* | Mixed method  Questionnaire  Focus group discussions | Travel experience of TWDs | Service provisions to serve TWDs | - | New Zealand | Hospitality organisations | Hospitality students | Disability awareness in educational programmes in hospitality courses is needed to equip students to serve them in the future. |
|  | Dias de Faria *et al.* (2012) | IJCHM, 3\* | Mixed method  Focus group  Questionnaire | Travel experience of TWDs | Motivation and experience | Visual disabilities | Brazil | Foodservice | TWDs | For visually impaired TWDs, a disability-friendly environment and empathetic servers are crucial. |
|  | Lee *et al.* (2012) | TM, 4\* | Quantitative  questionnaire  AMOS | Travel experience of TWDs | Barriers to travel | Multiple disabilities | Korea | Travel experience | TWDs | Intrinsic and environmental factors were statistically associated with acquired helplessness. |
|  | Small *et al.* (2012) | TM, 4\* | Qualitative  Interview, focus group | Travel experience of TWDs | Motivation and experience | Visual disabilities | Australia | Travel experience | TWDs | It is essential to recognise the multi-sensory aspect of TWDs' experiences and highlight how providing such experiences benefits them. |
|  | Pagan (2012) | ATR, 4\* | Quantitative  Personal diary,  Questionnaire | Travel experience of TWDs | Motivation and experience | Multiple disabilities | Spain | Travel experience | Households (disabled and non-disabled) | TWDs are less likely to engage in tourism activities, but the disparities in participation intensity based on disability status are less pronounced, especially among male TWDs. |
|  | Kim and Lehto (2013) | TM, 4\* | Quantitative  questionnaire  Canonical correlation analysis | Travel experience of TWDs | Caregiver's experience | - | Korea | Travel experience | Family with disabled children | Five motivational factors and seven activity factors were identified in this study. |
|  | Wan (2013) | IJCHM, 3\* | Qualitative  Interview | Travel experience of TWDs | Barriers to travel | Visual and physical disabilities | China | Casino | Disabled customers, casino supervisors and dealers | TWDs encountered social, economic, and physical difficulties while visiting casinos. |
|  | Jasper and Waldhart (2013) | IJCHM, 3\* | Quantitative  Questionnaire  F-, T-, and Z-tests. | The employment of EWDs | Employers' attitudes toward hiring | - | United States of America | Hospitality organisations | Employers | Employee abilities and workplace accommodations were significant worries, but financial incentives and workplace attitude practice were valuable remedies. |
|  | Kuo and Kalargyrou (2014) | IJCHM, 3\* | Quantitative  Experimental design | The employment of EWDs | Customers' evaluation | Multiple disabilities | United States of America | Foodservice | Consumers | Consumers generally showed a moderately positive intention to purchase from a restaurant with EWDs, though this intention varied based on different dining occasions. |
|  | Paez and Arendt (2014) | IJHTA, 1\* | Quantitative  Mailed questionnaire  t-test and ANOVA | The employment of EWDs | Employees' treatments | Multiple disabilities | United States of America | Foodservice | Managers | Age and tenure with the current organisation impacted attitudes regarding the significance of training EWDs. |
|  | Zajadacz (2014) | CIT, 2\* | Quantitative  Questionnaire  logistic regression analysis | Travel experience of TWDs | Information accessibilities | Hearing disabilities | Poland | Travel experience | TWDs | Deaf and hearing individuals rely on the internet and advice from close friends or family for tourist information. |
|  | Kalargyrou and Volis (2014) | JHRHT, 1\* | Qualitative  Meta-synthesis approach | The employment of EWDs | Human resource practices | - | United States of America | Hospitality organisations | Hospitality leaders | The champion organisations recognise the advantages of disability inclusion (financial and social). |
|  | Kalargyrou (2014) | JHRHT, 1\* | Qualitative  Interview | The employment of EWDs | Human resource practices | - | United States of America | Hospitality organisations | Hospitality leaders | Overcoming biases and stereotypes requires creating a disability-friendly culture that supports EWDs. |
|  | Morris and Kazi (2014) | WHATT, 1\* | Qualitative  Document analysis, Interview | Travel experience of TWDs | Service provisions to serve TWDs | - | United Arab Emirates | Hotel | Hospitality leaders | Most participants were unaware of Dubai's disability rights statute. |
|  | Wang and Cole (2014) | APJTR, 1\* | Qualitative  Focus group  Comparative analysis | Travel experience of TWDs | Service provisions to serve TWDs | Physical disabilities | KLM airlines Netherland | Air travel | Flight attendants | Assistance with in-flight amenities, equal treatment as other passengers, personalised services, and effective communication with accurate information. |
|  | Houtenville and Kalargyrou (2015) | CHQ, 2\* | Quantitative  Questionnaire  Logistic regressions | The employment of EWDs | Employers' attitudes toward hiring | - | United States of America | Hospitality organisations | Employers | Customers' and co-workers' attitudes are the biggest concerns. |
|  | Zhang and Cole (2016) | TM, 4\* | Mixed method  Web content analysis, Penalty-Reward Contrast Analysis | Travel experience of TWDs | Service provisions to serve TWDs | Physical disabilities | United States of America | Accommodation | Web travel reviews | The focus is prioritising essential factors like room access and staff attitude capability. At the same time, optional offerings include excitement and exceptional performance factors like luggage support and additional lodging features. |
|  | Loi and Kong (2017) | TPD, 2\* | Qualitative  Interview | Travel experience of TWDs | Barriers to travel | Visual disabilities | China | Travel experience | Disabled customers and caretakers | The study examines the problems and challenges of person-centred, social, and environmental factors. |
|  | Tutuncu (2017) | IJHM, 3\* | Quantitative Questionnaire  Factor analysis | Travel experience of TWDs | Physical accessibilities | Physical disabilities | United States of America | Hotel | TWDs | Factor analysis revealed five dimensions of accessibility: the accessibility of public areas, rooms, recreation and other areas, in-room bathrooms, and food and beverage areas. |
|  | Kong and Loi (2017) | JHTM, 2\* | Qualitative  Interview | Travel experience of TWDs | Barriers to travel | Visual disabilities | China | Travel experience | Disabled customers and family members | The discussion is organised into three themes: structural, intrapersonal, and interpersonal. |
|  | Lyu (2017) | TM, 4\* | Quantitative  (Choice experiment) | Travel experience of TWDs | Motivation and experience | Physical disabilities | South Korea | Travel experience | TWDs | Respondents place the most importance on the accessibility of accommodations to maximise their travel satisfaction. |
|  | Sedgley *et al.* (2017) | ATR, 4\* | Qualitative  Interview  Interpretative Phenomenological Analysis (IPA) | Travel experience of TWDs | Caregiver's experience | Autism | United Kingdom | Travel experience | Mother with autism spectrum disorder (ASD) | The findings reveal challenges, benefits and caregiving strategies for managing children's (autism) tourism experience. |
|  | Boxall *et al.* (2018) | IJCHM, 3\* | Qualitative  Utopian enquiry | Travel experience of TWDs | Service provisions to serve TWDs | Physical disabilities | Australia | Peer-to-peer (p2p) holidays  Airbnb | Sharing economy organisations (p2p accommodations) | The hypothetical scenarios imply that TWDs in traditional hotels and p2p holiday lodging are insecure without state action. |
|  | Olya *et al.* (2018) | IJCHM, 3\* | Qualitative  Interview  Fuzzy set qualitative comparative analysis (fsQCA) | Travel experience of TWDs | Motivation and experience | Orthopaedic disorders | Cyprus | Peer-to-peer (p2p) | TWDs | The finding shows that host attributes, charm, and the convenience of a place are important factors influencing disabled tourists' behavioural intentions to use p2p accommodations. |
|  | Nyman *et al.* (2018) | TRR, 2\* | Qualitative  Interview | Travel experience of TWDs | Caregiver's experience | Physical disabilities | Sweden | Travel experience | Family (parents) with physical disabilities and children | The findings suggest that this target group's destination choice set model should also consider an "accessible set" of destinations with a universal design. |
|  | Cloquet *et al.* (2018) | JST, 3\* | Mixed method  Quantitative and qualitative content analysis | Disability inclusion enablers | Inclusive marketing | - | United Kingdom | Travel experience | Travel brochures and websites | Most marketing materials for Cornish tourist attractions emphasise accessibility, and most imagery projects a sense of invisibility or conveys unclear messages. |
|  | Lehto *et al.* (2018) | JDMM, 1\* | Qualitative  Interview | Travel experience of TWDs | Caregiver's experience | Multiple disabilities | China | Travel experience | TWDs and caregivers | Travel plays an integral part in developing resistance methods used by TWDs and their carers and their value propensity for self-evident well-being. |
|  | Nyanjom *et al.* (2018) | TG, 2\* | Qualitative  Interview | Disability inclusion enablers | Stakeholders' collaboration | Multiple disabilities | Australia | Hospitality organisations | PWDs, PWDs organisations, H&T service providers, government agencies | Findings suggest that when multiple and diverse stakeholders are involved, an organic, circulatory, and developmental approach to stakeholder collaboration should be adopted to advance inclusive tourism innovatively. |
|  | Moura *et al.* (2018) | JPRTLE, 1\* | Quantitative  Questionnaire  CFA and LISREL | Travel experience of TWDs | Motivation and experience | Multiple disabilities | Spain | Travel experience | TWDs | Accessible tourism can be a beneficial coping resource for TWDs, helping them restore personal and social resources and promoting better health and well-being. |
|  | Tchetchik *et al.* (2018) | JPRTLE, 1\* | Quantitative  Simple choice experiment | Travel experience of TWDs | Motivation and experience | - | Israel | hotel | Non-disabled individuals | 1/3 of the non-disabled study participants were willing to stay in a hotel with a minor to moderate chance of being with TWDs. Still, this willingness decreased significantly when presented with visual aid and textual information. |
|  | Devile and Kastenholz (2018) | JPRTLE, 1\* | Qualitative  Interview | Travel experience of TWDs | Motivation and experience | Visual disabilities | Spain | Travel experience | TWDs | Participation in tourist activities by people with visual disabilities is an interactive and multifaceted process influenced by individual contexts, impairment conditions, and social environments, impacting various process stages. |
|  | Kalargyrou *et al.* (2018) | IJCHM, 3\* | Quantitative  Controlled experiment, questionnaire | Travel experience of TWDs | Customers' evaluation | Multiple disabilities | United States of America | Hotel | Customers dealing with EWDs | No significant differences in the perceptions of service quality delivery and stereotyping for service employees with disabilities, except for those with visual impairment. |
|  | Chikuta *et al.* (2019) | TPD, 2\* | Mixed method  Questionnaire, Interview | Travel experience of TWDs | Motivation and experience | Multiple disabilities | Global | National parks | TWDs | TWDs are more concerned about how they are treated by others (social treatment) rather than physical accessibility. |
|  | Cole *et al.* (2019) | JTTM, 2\* | Quantitative  Questionnaire  AMOS | Travel experience of TWDs | Motivation and experience | Physical disabilities | United States of America | Travel experience | TWDs | Despite having the highest level of intrinsic motivation, respondents primarily travelled for external reasons (accessibility). |
|  | Al Fardan and Morris (2019) | WHATT, 1\* | Qualitative  Interview | The employment of EWDs | Challenges of hiring EWDs | - | Dubai | Hotel | HR directors/  managers | This study argues that Dubai hotels must improve accessibility, perceptions, and laws to serve the special needs market. |
|  | Sy and Chang (2019) | APJTR, 1\* | Quantitative  questionnaire  MANOVA | Travel experience of TWDs | Service provisions to serve TWDs | - | Philippine | Hospitality organisations | Employees | The employees had positive attitudes towards TWDs before training, disability law knowledge, or prior contact with PWDs. |
|  | Adam (2019) | IJHM, 3\* | Quantitative Questionnaire  Kruskal-Wallis’s test, Chi-square | Travel experience of TWDs | Service provisions to serve TWDs | - | Ghana | Hotel | Employees | Attitude segments varied by gender, formal education level, and hotel category. |
|  | Zhang *et al.* (2019b) | IJCHM, 3\* | Quantitative  Questionnaire  LISREL | Travel experience of TWDs | Motivation and experience | Physical disabilities | United States of America | Resort | TWDs | Self-determined motivations are discovered to be the most effective facilitators of TWDs' challenging resort-travel pursuits, confirming the usefulness of the proposed motivation subdivision. |
|  | Zhang *et al.* (2019a) | JTR, 4\* | Quantitative  A quasi-experimental design  LISREL | Travel experience of TWDs | Motivation and experience | Physical disabilities | United States of America | Resort | TWDs | The tourism industry should focus on fostering intrinsic travel motivations and perceived travel competence satisfaction as a priority over less autonomous motivations and meeting alternative psychological needs. |
|  | Randle and Dolnicar (2019) | ATR, 4\* | Qualitative  Netnography | Travel experience of TWDs | Service provisions to serve TWDs | Multiple disabilities | United States of America | P2p accommodation networks | Airbnb website | The main challenge is not the lack of suitable accommodation (physical barrier) but instead identifying reasonable accommodation (informational barrier). |
|  | McIntosh (2020) | ATR, 4\* | Qualitative  Interview | Travel experience of TWDs | Motivation and experience | Epilepsy | New Zealand | Travel experience | TWDs | Three primary themes for epileptic travellers: seizure episodes, invisibility, and anxiety management. |
|  | Kang *et al.* (2020) | EM, 2\* | Quantitative  questionnaire  SEM | Travel experience of TWDs | Caregiver's experience | Physical disabilities | South Korea | Event | Caregivers | Only service environment quality for PWDs was statistically significant concerning caregivers' event satisfaction. |
|  | Casais and Castro (2020) | JHTT, 2\* | Qualitative  Observation, content analysis | Travel experience of TWDs | Information accessibilities | - | Spain | Hospitality website | Website review | The online content of destination websites aimed at TWDs is generic and incomplete. |
|  | Madera *et al.* (2020) | CHQ, 2\* | Quantitative  Experiment  Factor analysis | The employment of EWDs | Customers' evaluation | Physical and visual impairment | United States of America | Hotel | Customers evaluating EWDs | Customers were less optimistic about EWDs compared to employees without impairments. |
|  | Pagan (2020) | CIT, 2\* | Quantitative  UCLA Loneliness Scale  OLS regressions | Travel experience of TWDs | Motivation and experience | Multiple disabilities | Germany | Travel experience | TWDs | Holiday trips reduce loneliness in all persons, but especially in TWDs. |
|  | Kalargyrou *et al.* (2020b) | APJTR, 1\* | Quantitative  A controlled experiment  MANOVA | The employment of EWDs | Customers' evaluation | Multiple disabilities | United States of America | Hotels | Customers evaluating EWDs | Customer characteristics (ethnicity, religiosity, and relationship to people with disabilities) influenced the stereotyping of service quality. |
|  | Kalargyrou *et al.* (2020a) | IJHTA, 1\* | Qualitative  Interview, content analysis | The employment of EWDs | Employers' attitudes toward hiring | Multiple disabilities | Global | Travel experience | hospitality business owners | These companies hire EWDs in front-of-house positions instead of EWDs in back-of-house positions. |
|  | Lam *et al.* (2020) | JDMM, 2\* | Qualitative  Interview | Travel experience of TWDs | Information accessibilities | Visual disabilities | Hong Kong | Travel experience | TWDs | This study substantiates the contribution of technology to increased accessibility by demonstrating that mobile applications can eliminate the TWDs' knowledge limitations. |
|  | Hui *et al.* (2021) | JHRHT, 1\* | Qualitative  Interview, focus group | The employment of EWDs | Employees' treatments | - | Hong Kong | Hotel | Managers and employees | The paper recommended ways to reduce disability employment barriers and manage the disability inclusion programme. |
|  | Benjamin *et al.* (2021) | JST, 3\* | Qualitative  Content analysis, Interview | Disability inclusion enablers | Inclusive marketing | Physical disabilities | United States of America | Travel experience | Promotional materials review | The findings offer insight into inclusive tourism and remove physical and psychological barriers to PWDs' travel. |
|  | Cerdan Chiscano and Darcy (2021) | CIT, 2\* | Qualitative  Ethnographic, Interview, observation | Travel experience of TWDs | Motivation and experience | Multiple disabilities | Spain | Heritage sites | TWDs and non-disabled customers | The results demonstrate the significance of concentrating on customers-to-customers (C2C) co-creation opportunities that generate value. |
|  | Luu (2021) | JST, 3\* | Quantitative  Questionnaire  SEM | The employment of EWDs | Human resource practices | Multiple disabilities | South Korea and Vietnam | Hospitality organisations | HR managers and department managers | Disability-inclusive leadership mediated the links between disability-inclusive HR practises, work-family conflict, and enrichment among disabled employees. |
|  | Walters *et al.* (2021) | IJCHM, 3\* | Qualitative  Observation, reflective ethnography, Interview | Disability inclusion enablers | Stakeholders' collaboration | - | Australia and New Zealand | Event | Multiple stakeholders | The study revealed eight power and empowerment themes: offering a platform, giving/taking ownership, building confidence, empowering with/through knowledge, respect, pride and affirmation, freedom to "be," and resistance. |
|  | Gillovic *et al.* (2021) | JHTM, 2\* | Qualitative  Interview | Travel experience of TWDs | Motivation and experience | Intellectual disabilities | New Zealand | Travel experience | TWDs | This view of intellectual disability fills a gap in current tourism research by adding to and advancing understandings of inclusive tourism experiences for TWDs with intellectual disabilities. |
|  | Park *et al.* (2022) | CIT, 2\* | Quantitative  Content analysis  MANOVA, ANOVA | Travel experience of TWDs | Information accessibilities |  | Global | Tourism websites | Multiple tourism websites | This study concluded that the problem with tourism websites remains unresolved and that further investigation is required. |
|  | Ali *et al.* (2022) | JHTR, 1\* | Qualitative  Content analysis, focus group interview | Travel experience of TWDs | Motivation and travel experience | Intellectual disabilities | United States of America | Travel experience | TWDs | Technology can be the solution TWDs travel, but its design must meet specific criteria, including usability, comprehension, utility, and dependability. |
|  | De Pascale *et al.* (2023) | JTR, 4\* | Quantitative  Questionnaire  Logistic regression | Travel experience of TWDs | Barriers to travel | Multiple disabilities | Italy | Travel constraints | TWDs | The findings disclose gender differences in PWDs' travel participation, highlighting issues related to societal constraints. |
|  | Fennell and Garrod (2022) | JST, 3\* | Quantitative  Content analysis  Chi-square | Travel experience of TWDs | Service provisions to serve TWDs |  | Australia | Travel constraints | Ecotourism Australia websites | The study found limited statistical evidence supporting Australia's "leading" ecotourism operators with advanced EA certification prioritise disability issues. |
|  | Kalargyrou *et al.* (2023) | IJCHM, 3\* | Quantitative  SmartPLS | The employment of EWDs | Employees' treatment | Mental health | United States of America | Disability employment | Managers | Managers' traits, including workplace productivity pressure, experience with depression, anxiety levels, and personality, strongly predict their attitudes towards employees with depression. |
|  | Bellucci *et al.* (2023) | ATR, 4\* | Mixed method  Social Return on Investment Analysis (SROI) analysis | The employment of EWDs | Human resource practices |  | Italy | Disability employment |  | SROI analysis helps apply the capability approach in tourism studies, offering a clear understanding of disability and effective reporting of job inclusion impacts. |

Source: Created by author