**ABLEISM AND DISABLISM IN THE TOURISM AND HOSPITALITY INDUSTRY: A THEMATIC ANALYSIS**

**ABSTRACT**

A plethora of studies have conducted empirical research into disability discrimination in tourism and hospitality. However, no research has synthesised this research into a consolidated understanding of the nature of the empirical research. This research gap provides an unnecessary restriction to operationalize this research area within the best contemporary practice. This paper serves to close this research gap through examining key literature that has been historically associated with disability – ableism and disablism. A thematic analysis of disability and hospitality research was conducted using a combination of keywords involving disability and hospitality across 13 major academic databases. This study also purposefully explored how business managers and service staff in the tourism and hospitality sectors are responding to accommodate the needs of people with disability.

Keywords: ableism, disabilism, thematic analysis, hospitality and tourism sectors