

## &gt;THEMES

## ACCESS TO GOODS AND SERVICES

## ALBANIA

In April, the Green Taxi company issued a public apology after their drivers refused to drive trans people, took disciplinary action against the employees, and pledged that the entire taxi fleet would display rainbow flags on IDAHOBIT.

Three trans people were thrown out of a café in Tirana and complained to the Commissioner Against Discrimination.

It took Aleanca almost a year to find a space for their community centre, having been turned down by several property owners, saying they did not want “faggots’ money”.

## ARMENIA

In 2018, two trans people and a cisgender gay man were banned from attending the Mali Sports Club. Three years later, in March 2021, the courts finally established that denying them access, the sports club was discriminatory on the basis of sexual orientation and gender identity. The Court highlighted that SOGI falls under the open list of discrimination grounds in the Constitution.

RightSide documented a case this year where a trans person was denied her prescribed hormones at a pharmacy.

## AZERBAIJAN

LGBTI people working in the informal or criminalised sector, particularly sex workers, were unable to receive state assistance during the second year of the COVID-19 pandemic. For instance, tax refunds were not an option for those engaging in sex work.

## CROATIA

A group of LGBTI foreigners were told to leave a summer festival in Korčula. The city’s mayor condemned the incident.

## DENMARK

Trans people continued reporting to TransAktion having been denied access to spaces and services, threatened or assaulted.

## GREECE

The FAROS study on LGBTIQ+ people’s access to services found great obstacles and a lack of awareness among

civil servants. More than 300 professionals took part in capacity building seminars.

Following the new COVID-19 rules, introduced in November, several trans people were harassed and denied entry to stores, cafés and other spaces, because their appearance did not match their documents. Just in two months, GTSA documented 12 such cases. In another case, a lesbian was denied entry and harassed, after the guards thought she was a man.

## HUNGARY

The Equal Treatment Authority found that the refusal of a Pécs hotel to host an LGBTIQI festival in 2020 was discriminatory.

The national tax authority (NAV) amended the information section on its website to clarify that personal income tax refunds also apply to same-sex registered partners with children.

Trans people can now acquire a self-declaration, authenticated by a public notary, where they state they are trans and use a name that is different from that in their papers.

## IRELAND

In January, a Dublin bus service was fined 7500 euro for repeatedly abusing a passenger with homophobic slurs.

The postal service launched LGBTIQI-themed stamps for Pride month.

## ITALY

In August, the Sicilian Vendicari Nature Reserve apologised and took down a sign, which advertised family discounts for families consisting of a father, mother, and children.

## LUXEMBOURG

As part of Luxembourg Pride Week, the airline company Luxair presented a rainbow coloured plane in June featuring the Pride Week’s design.

## NORTH MACEDONIA

In July, the Commission for Prevention and Protection against Discrimination (CPPD) found that the MOTO Club Pelister’s policy denying access to LGBT people, was

discriminatory. The club was ordered to change its policy to provide access to all without discrimination.

In the same month, the CPPD established that the Viola Pharmacy violated a trans woman's access to goods and services when she wanted to purchase hormones prescribed to her, but was required to present extra medical documents and was outed in front of other customers.

## RUSSIA

Coming Out collected countless testimonies of LGBT people this year who were harassed by taxi drivers and launched a campaign called #НОЛЬЗВЁЗД: [Eng: #zerostars].

## SERBIA

On 13 April, the Novi Pazar High Court determined that a restaurant in Pazarišt discriminated against a group of women who had participated in the Impuls festival and carried rainbow flags, when it denied them entry. In 2020, the Commissioner for Protection of Equality had already issued a similar opinion and requested the restaurant to issue a public apology, which has not happened to date.

## SPAIN

A gay couple was told to stop displaying affection in a San Sebastian bar in July.

## SWITZERLAND

In October, the Grand Council of Friborg asked the State Council to allow for gender-neutral bathrooms in the canton.

On 16 December, the City of Luzern parliament voted in favour of gender-neutral bathrooms, changing rooms and showers in schools and sports facilities.

## TAJIKISTAN

Living costs, including goods such as food, medication, and transport have increased significantly, making life difficult for members of the LGBT community.