

## ABSTRACT

This study used qualitative and quantitative method (mix-method) examines tourists' experiences related to accessibility and facilities at the Gelam Forest Fantasy tourist destination. Data were collected through direct observation and in-depth interviews with 10 tourists, two staff members, and the owner. The research focuses on tourists' perceptions of access to the location, the convenience of available facilities, and how these elements influence their overall travel experience. Data analysis involved techniques such as data reduction, presentation, and conclusion drawing. To ensure the validity of the findings, the study employed data/source, method, and time triangulation. The results indicated that tourists' experiences were largely unsatisfactory due to inadequate road infrastructure, characterized by red soil that becomes slippery and muddy during the rainy season, which hinders access to the site. Furthermore, while the facilities are generally complete, issues with the cleanliness of toilets and swimming pools were noted. The need for directional signs was also highlighted to help tourists navigate the available facilities. These findings offer critical insights for the owner of Gelam Forest Fantasy, suggesting improvements in accessibility and facility management to enhance the overall quality of nature-based tourism experiences. This research contributes to the understanding of tourist destination management and enhances tourist satisfaction.

**Keywords:** *Tourist experience, accessibility, facilities, Gelam Forest Fantasy*