

GUIDANCE FOR PEOPLE WITH DISABILITIES WISHING TO FLY (UNDER E.U.REGULATIONS).

STEP 1

Before you travel think about what assistance you need;

Airports Airlines Tour Operators and Travel Agents; must provide clear and easy use of information.

Information should be in large print and audio, and should have loop systems fitted in all departments.

AIRLINE SAFETY

Airline safety rules must be available to the public and can be found on airline websites or contacting them by phone.

These rules may vary airline to airline, people unable to fasten their seat belt go to the toilet, reach emergency exits, should be accompanied.

This also applies to people with breathing feeding, or taking medication.

On small aircraft there may be limitations as to how many disabled people they can take,

Airlines can only refuse a booking from a disabled or less mobile passenger if it would break safety rules, if the doors of the cargo hold are not wide enough to allow wheelchair to go through; If a booking is refused, the airline, or its agent, must inform you of the reasons why.

Under European Law, if you are disabled or have difficulty moving around, you can receive assistance when you fly to and from Europe.

You do not need to be permanently or physically disabled to benefit from this service. In fact anyone who has difficulty moving around, for example because of their disability, age, or a temporary injury can receive help when they fly.

To find out more, please visit.

www.equalityhumanrights.com/airtravel

STEP 2

BOOKING YOUR FLIGHT

When you book, always tell your airline, travel agent or tour operator if you need assistance when you travel.

Assistance should be requested no later than 48 hours in advance but if shorter notice or no notice at all is given, reasonable efforts still be made to assist you.

You can book your flights by telephone, face to face, or on line.

When booking online, it is sometimes not possible to explain your assistance needs and you may have to contact the airline, tour operator, or your agent separately. You should not be charged for this service.

Remember that booking staff may not automatically ask whether you need help so you may have to prompt them and ensure they clearly understand what your needs are.

Ask for pre booked assistance to be confirmed in writing, on the ticket or itinerary. This will help you to make a complaint if you do not receive the correct assistance.

Medical Clearance.

You may be asked to provide medical clearance if your health could be affected when you fly.

Passengers with a permanent and stable disability do not require this and you should not be asked for medical clearance to prove help.

If it is necessary for you to carry liquid medications or medical equipment in your hand luggage, please remember to bring a letter from your doctor so you are not prevented from bringing these through the security area.

Your doctor may charge you for this letter.

STEP 3

ARRIVING AT THE AIRPORT

You can find out about layout and facilities at your chosen in advance via their website or by contacting them directly.

Airports must have help points. You can find these at terminal entrances, at railway or bus interchanges, and in car parks.

If you have requested assistance, this information will have been passed on to the airport.

On arrival you should go to a designated help point or to the check—in desk at the time specified by your airline.

If you arrive by public transport, the station or transport operator should be able to help you get to and from a terminal, and you will often find designated help points close by.

For security reasons, you cannot park outside terminals. Therefore, please use the nearest car park or drop of point.

Airport car parks should have spaces for Blue Badge holders and a help point –airports may also provide spaces for passengers requiring special assistance who are not Blue Badge holders.

Pedestrian access should be well signed and fully accessible to all users.

Step 4

CHECKING IN

Remember to confirm any pre – booked assistance when you check in.

If you check in electronically in advance, you should be able to confirm the assistance you require and select the most appropriate seat.

If you check in at a self –service point, staff should be available to help you.

If you use a wheelchair, you may be allowed to stay in your own chair to the gate, depending upon the type or severity of your disability and if your wheelchair can be loaded at the gate.

If not, your wheelchair will be checked in and you will be transferred to an airport wheelchair suitable for your individual needs.

Security checks are made on all passengers and baggage, including disability equipment and mobility aids.

Security staff should be aware of your needs and carry out searches sensitively.

Mobility equipment.

You can take up to two items of mobility equipment with you. Airlines may not be required to compensate you in full if this equipment is lost or damaged, so consider separate insurance cover.

Always check beforehand if there are any safety or security restrictions on certain medical equipment such as oxygen cylinders.

Confirm pre—booked assistance when you check in.

STEP 5

MOVING THROUGH THE AIRPORT

Airports are responsible for providing assistance to disabled and less mobile passengers to get you to your flight.

This includes, for example, for example, checking in and going through security. You must not be charged for this assistance.

The services and facilities at an airport are covered by the **Disability Discrimination Act.**

This means that signage should be clear and there should be additional services or facilities, such as disabled toilets, text phones, low level telephones and induction loops.

Reserved seating areas should be available for disabled passengers and for passengers who have difficulty moving around.

These should be clearly signposted and will often be close to a help desk, information screens and accessible toilets.

Airports must provide accessible flight information.

Visual displays should be designed and positioned in a way that can be read easily by people with visual impairments, and those in wheelchairs.

Some airports no longer make public announcements. If you can't read flight information on the screens provided, please inform staff so that they can keep you informed.

Getting To the Toilet.

Airport or airline staff must help you to get to the toilet, before during and after your flight, but are not required to provide personal assistance in bathrooms.

STEP 6

BOARDING THE FLIGHT

Disabled and less mobile passengers who have difficulty moving around will normally be called for boarding first. If you are unable to climb stairs, the way you board will depend on the situation and equipment used.

If the aircraft is alongside the terminal building and an air bridge is used, this provides level access into the cabin.

If you cannot walk to your seat you will need to transfer to a wheelchair used for this purpose.

You may need to transfer. These buses should have a low floor for easy boarding. Many airports will use scissor lifts (often known as ambulift's) which allow level access to the aircraft door.

When boarding smaller aircraft, it is more common for stair climbers, or boarding chairs to be used.

Staff Training.

All staff dealing with the travelling public at airports or on planes must have disability awareness training.

Some staff such as those employed to provide direct assistance, will have specialist training.

However this does mean that staff will be experts in all types of disability or in using disability equipment.

They will need you to tell them how they can best suit your needs.

STEP 7

ON BOARD

Moving around on an aircraft can be difficult because of limited space.

Wheelchairs cannot always be fixed securely in the cabin, so will normally be stored in the hold. If you have a powered wheelchair, check before flying that the battery is dry cell type.

It may be helpful to put a note on your wheelchair explaining how it works.

Airlines are required to make all reasonable efforts to provide appropriate seating for your needs such as ensuring the person with you is seated next to you.

On Board information.

Newer aircraft are more likely to have better access, and to include features such as improved signage, lighting and materials and some wide bodied airplanes have accessible toilets.

Your seat.

If you allocated a seat before you fly, airlines should allow you to pre—book the most appropriate seat.

If seats are allocated at check –in, staff will advise you on the most appropriate seat, such as one that allows you to move around, has moveable arm rests or greater foot space.

For safety reasons, if you have difficulty moving around, you cannot sit in the seats where you may obstruct access to emergency equipment or impede the emergency evacuation of the aircraft.

This includes any rows next to a door or emergency exit, which are often the seats with extra legroom;

Seats with extra legroom are always in demand. If you require such a seat you should advise the airlines as possible before you travel.

Occasionally a disabled or less mobile passenger may need more than one seat to meet their needs.

Airlines will generally charge for extra seats but may offer a discount.

STEP 8

LEAVING THE PLANE

If you require assistance, you will usually be the last to leave as it is easier to move around in an empty cabin.

However if you need to leave quickly, to catch another flight or to get to the toilet, for example, you should request this when you book your flight.

USEFUL NUMBERS FOR DISABLED PEOPLE

British Rail Help Lines.

Name Of Company:

NATIONAL RAIL ENQUIRY LINE.

Tel: 08457 484950 .

G. N. E. R.

Tel: 08457 225111

(ARRIVA TRAINS) – now FIRST TRANSPENNINE EXPRESS

Telephone No's:

- | | | |
|----|--------------|-------------------------------|
| A. | 0845 6001674 | DISABILITY ASSISTANCE LINE |
| B. | 0845 6001671 | ALT NUMBER |
| C. | 0800 1072149 | CAN TAKE LONG TIME TO ANSWER. |

VIRGIN TRAINS

Tel: 0845 7443366.

SOUTHWEST TRAINS

Tel: 0800 52 82 100

CENTRAL TRAINS

Tel: 08456 024 277 Customer Services - ask for disabled assistance.

SCOTS RAIL

Tel: 0800 912 2 901 Disability assistance.

WELSH TRAINS VALLEY TRAINS

Tel: 0845 300 3005 Disability assistance. .

EAST MIDLANDS TRAINS

Tel: 08457 125678

EUROSTAR

Tel: 08705 186186 Ask for Disability Assistance Line

All the above train companies have a disability assistance line, ask for disability assistance and ask for a computer printout off your journey.

This must be booked in advance off your journey - once you have received this, the relevant train company has to get you from A to B, without too much delay. If you miss a connection, they have to get you to your destination even if that is by adapted taxi. You are entitled to a meal voucher after a delay of one hour or more.

Do not book your trains at local stations; use the numbers above and book through head office.

DISABILITY HELPLINES FOR FERRIES.

NORTH SEA FERRIES OR P & O. FERRIES.

Tel: 08716 646464 Disabled assistance - ask for Kate.

After hours. ask for Customer Relations, and then for Disability Assistance. Most times they will do a Cheap Rate Package Holiday for you.

ISLE OF MAN STEAM PACKET COMPANY.

Tel: 01624 661661.

This company has two disabled assistance lines; they will also arrange all or part of your holiday, including train journeys.

This company runs from Liverpool or Hailsham to the Isle of Man or Dublin.

CONDOR FERRIES.

Tel: 0845 609 1024 (UK),

This company runs from Portsmouth to the Channel Islands, the Isle of White and to Dublin. They will also arrange all or part of your journey including hotel accommodation and can also arrange a discount.

IRISH FERRIES.

Tel: 0871 66 44 999

This company runs a service from a number of points, which are as follows:

1 LIVERPOOL.

2 HOLYHEAD.

3 DUBLIN.

4 ISLE OF MAN.

The company has a Special Assistance line at any of the above Centres.

You can also ring the Tourist Board, or the council at any destination in the United Kingdom, who will supply any information you may need, or may even arrange a cheap package for you including hotel accommodation.

Do not book your holiday through Holiday Brochures.

DISCOVER CRUISES

On this website you will find everything you need for any type of cruise or ferry including a section for disabled people on most of the cruises. The website is:

www.discovercruises.co.uk

AIRLINES AND AIRPORTS.

Most airports and airlines have a disability help line or disability assistance line you can use.

Some examples are as follows.

AIR MALTA.

Tel: 01753 851267.

This company has its own booking office in England called Chevron Holidays. By booking direct with this company you can save a lot of money on brochure prices. You can get a number of brochures for the same hotel and you will find a vast difference in prices for the same hotel.

This also applies to Airport Supplements, These can vary a great deal, by booking direct with the TOURIST BOARD of the Country you are going to, or with the Airline of the company you are going with.

BALKAN AIRWAYS

Tel: 0845 1301115.

This has a special needs line and also comes under Balkan Holidays.

After my experience with this company check with them first as they tried to charge me extra for carrying my wheelchair!!

DIRECT HOLIDAYS AND THOMAS COOK AIRLINES

Tel: 0844 8007576.

This company travels to most places in the world, but specialises in Europe. They have a special needs line which is very helpful and they will do you a package if you ask them to and you can get a discount by ringing direct.

SUNSET HOLIDAYS

Tel: 0870 2416162

This company has a disability help line, it specialises in coach holidays and flights to mainland Spain, Portugal, Italy and the Channel Islands. You save money as you are booking direct, no agents fees. Ask them to do a package for you, book early if possible.

MERCURY DIRECT HOLIDAYS

Tel: 0800 4080551.

This company can be found in most newspapers on a Sunday. They mainly fly to most countries in the world. They have a Special Needs team if you ask.

NATIONAL ENFORCEMENT BODY AIR LINES

Tel: 0207 240 6061

If you are a disabled person and you have a problem booking a holiday due to your disability or have a problem while on holiday due to your disability this is the number to ring. It is not just for air lines it can be buses, ships, trains. There is a department for any thing to do with transport or hotels or any other problem you may have.

OTHER NUMBERS WHICH CAN BE USEFUL TO A DISABLED PERSON:

HEALTH BOX

Tel: 0845 4647.

This is a free and confidential help line, which can supply you with information on any medical condition or disease.

They will talk to you on the phone, or send you leaflets explaining your condition or illness.

D. H. S. S. HELP LINE

There are two help lines for the above

1. Benefits and what money you are entitled too.

Tel: 0845 7123456.

2. Disabled Benefits and help to claim for certain Disabled Benefits for which you may be entitled to. For example **DISABILITY LIVING ALLOWANCE**

And any other benefit, for example **Care Allowance, Mobility Allowance.**

The main office for the above benefits is based at Blackpool.

Tel: 08457 123456.

Customer Relations.

Tel: 0800 882200.

The main office for this Area is based At Leeds.

Tel: 0113 2309000.

DISABLEMENT ACTION GROUP

This is an organisation which can help disabled people with many problems such as benefits, disability aids, and help with holiday transport, access to buildings and any other problems you may have.

This organisation is run by Bridget Hardy. Tim Vasey, who has been with the Disabled Action Group since it opened, can deal with most problems you may come across.

Tel: 01723 379397.

CARING SUPPORT - HELP FOR CARERS.

Tel: 01723 364808.

This is an organisation which helps with support for the caring partner of the disabled person or their families.

They can provide volunteers to sit with the disabled person to give the carer a break to do shopping, meet friends, or just to do something without worrying about their partner.

They also have coffee mornings where carers and their families can get together and talk about any problems they may have or just have a gossip with each other.

They also do outings to a number of places with adapted transport provided and carers to look after disabled person to give carers a break and for a day out with other people.

This is a charity and for a very small donation towards costs friends can join in on these outings.

BLIND AND PARTIALLY SIGHTED DISABLED PEOPLE.

There are a number of help lines and organisations for help with the above problems:

DAY CENTRE.

Tel: 01723 354417.

The Day Centre is based at Dean Road in the town centre offering a number of Facilities for the Partially Sighted, Day Care, Trips Out, Special Equipment and Aids for the Blind and partially sighted.

COUNCILLOR FOR DISABLED PEOPLE.

At the present time the Councillor for the Disabled in this area is David Billings based at the Town Hall.

Tel: 01723 23 23 23. Ask to be put through to right person.

This Councillor can help with many problems in connection with disabled people and their needs which other organisations or services cannot sort out. Problems with Social Services, problems with the Council, problems with getting any aids or help you may need.

COMMUNITY HEALTH COUNCIL.

Tel 01723 342434

This is an Organisation based at Scarborough Hospital.

Their aim is to help with any complaint with the Health Service or any other organisations to do with the Health Service.

For example hospital waiting lists or any thing that may have gone wrong while you are in hospital.

Any assistance you may need to get help with aids or equipment, or give advice on whom to contact to get this help.

COMMUNITY HEALTH CARE EXEMPTION CERTIFICATE.

This is a Certificate issued by the Health Care Trust for people who have a Prescribed Disease or certain other disabilities for example:

1. Certain Bone Diseases.
2. Multiple Sclerosis.
3. Muscular Dystrophy.
4. Most Genetic Diseases.
5. A few Diseases, which you have to inquire about.

This Certificate is not advertised and a lot of people including doctors, and specialists do not know about it.

This Certificate entitles you to free prescriptions, any aids you may need for your disability including dressings, support dressings, shoes, special aids, which you cannot get from Social Services.

To get this Certificate you need a letter from your G. P. OR SPECIALIST, confirming that you have one of the above complaints, which you send to the following address:

NHS Business Services Authority
Help with Health Costs
Medical Exemption
Newcastle upon Tyne
NE2 1ZL

This service is now based at Newcastle, the same place as you apply for help with glasses, dentists, free medication.

Tel: 0845 6018076.

They will send you a very simple form to fill in. On receiving your doctor's letter, if you qualify, they will send a special card, which can be from anything from one year to retirement age.

If it is only for a year you just apply again before the year is up.

OTHER OPTIONS FOR DISABLED OR PARTIALLY SIGHTED PEOPLE:

R. N. I. B.

The ROYAL NATIONAL INSTITUTE FOR THE BLIND AND PARTIALLY SIGHTED runs hotels, and respite care homes at very low cost rates compared to private nursing homes or council nursing homes.

These facilities are not just for blind or partially sighted people, but also for any disabled person or their partner or their families or carer. Some examples of these are as follows.

R.N.I.B. PALM COURT HOTEL, EASTBOURNE.

Tel: 01323 72 58 11.

R.N.I.B CENTURY HOTEL BLACKPOOL.

Tel: 01253 35 45 98.

CLIFFTON HOTEL TEIGNMOUTH DEVON.

Tel: 01626 770052.

All the above hotels will take any disabled people; you do not have to be blind or partially sighted.

All these hotels have special theme breaks which usually have a discount. They also have special breaks at discount prices off peak season.

ACTION FOR BLIND AND PARTIALLY SIGHTED PEOPLE

This has a group of hotels that are all fully adapted for disabled and blind and partially sighted people. You do not have to be blind to go as they will take any disabled person or their families.

There are four hotels in the group which are:

Cliffden hotel - Teignmouth.

Lauriston Hotel - Weston Super Mare.

The Windermere Manor Hotel - Lake District.

The Russell Hotel - West Sussex.

Tel: 01539 445801.

Telephone above and ask for brochure

Merton House Hotel - Ross.on Wye, Herefordshire.

Tel: 01989 563252.

Specially adapted hotel catering for elderly people with disabilities, overlooking the River Wye and the Black Mountains of Wales.

The Rest Hotel - Porthcawl.

Tel: 01656 772066 Web Site: www.theresthotel.co.uk

For older people, able bodied and disabled people
Full board accommodation, single and twin en suite rooms.

If you are looking for a holiday in England or abroad and are disabled, always book or ring the Tourist board wherever you are going. They will give you all the information you need,

Do not book through Travel Agents or holiday brochures to avoid paying unnecessary commission.