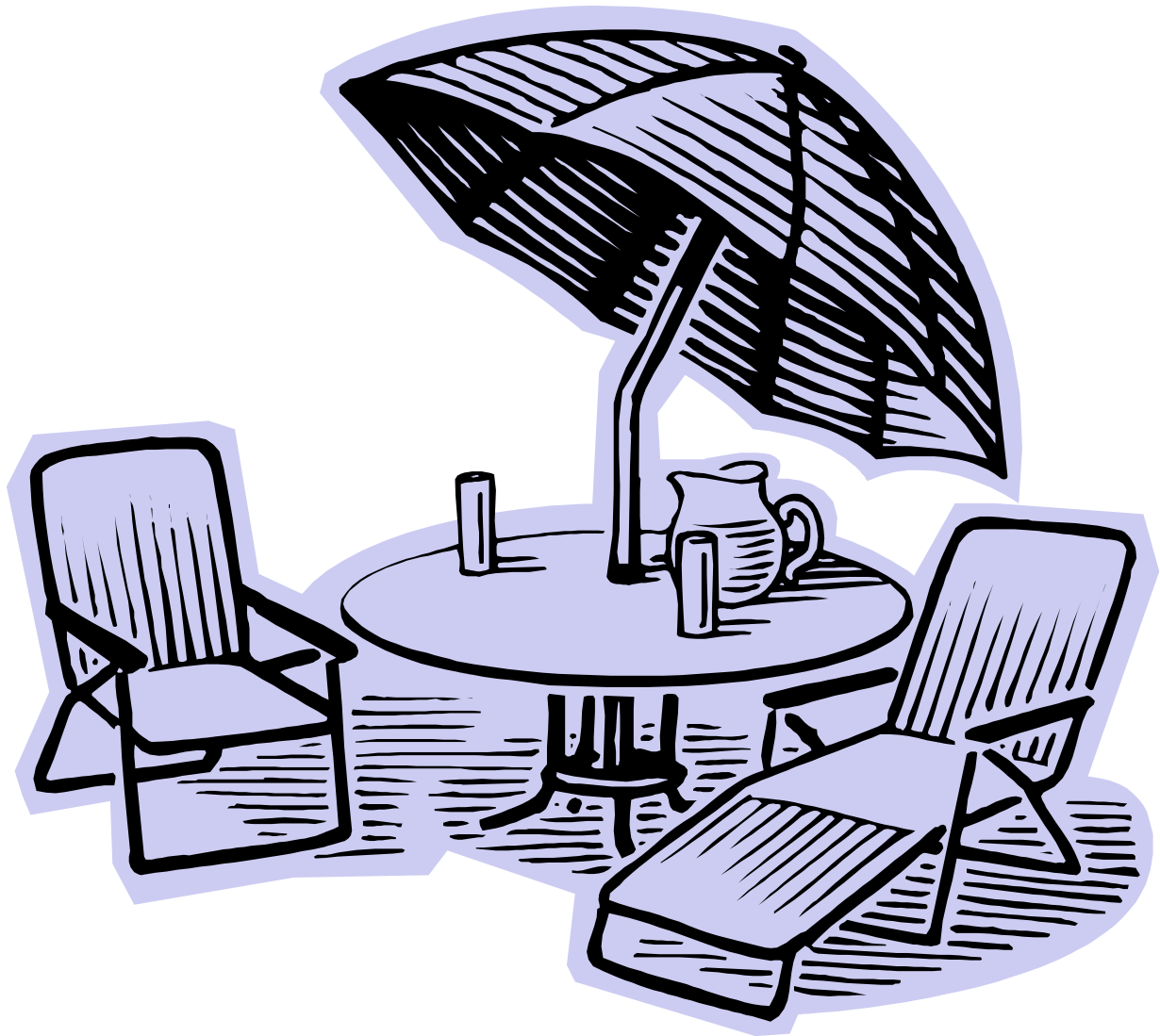


A Travellers Check: Accessible Holiday Tips



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Disclaimer: Please note that while every reasonable effort has been made to ensure that the information provided in this booklet is correct, no guarantees for the currency or accuracy of information are made.

Calaidh Paterson, as a third year Corporate Communication student at the Robert Gordon University, completed a six-week industrial placement in 2007. At Horizons Rehabilitation Centre, Calaidh worked alongside Sheila Whyte, the Information Officer and, with her help, she produced the booklet: A Travellers Check: Accessible Holiday Tips.

In addition, 5 leaflets were compiled to create a directory of useful contacts:

- Medical Guidelines and Travel Insurance
- Methods of Travel
- Travel Agents
- Funding and Grants
- Website Links

These are now available on the Horizons website:

www.horizonsgrampian.co.uk.

Sheila Whyte welcomes information on additional places of interest that might have been overlooked. Please email horizons@ifb.co.uk, telephone 01224 556873 or write to the address on the front of the booklet.

1.0 MEDICAL GUIDELINES	4
1.1 MEDICINES & EQUIPMENT	4
1.2 EUROPEAN HEALTH INSURANCE CARD (EHIC).....	4
2.0 TRAVEL INSURANCE	5
2.1 INSURANCE ADVICE	5
2.2 INSURANCE COMPANIES.....	7
3.0 WHERE TO GO	7
3.1 UNITED KINGDOM AND IRELAND.....	8
3.2 EUROPE	9
3.3 AMERICA AND CANADA.....	12
3.4 THE REST OF THE WORLD: AUSTRALIA, NEW ZEALAND, INDIA, AFRICA, ASIA, TURKEY AND RUSSIA	14
3.5 CRUISES	15
3.6 WEATHER CONDITIONS	16
3.7 COMMENTS AND REVIEWS BY OTHER HOLIDAY MAKERS	18
4.0 WHAT TO DO	20
4.1 SPORTING AND LEISURE ACTIVITIES	20
4.2 EXCURSIONS	22
5.0 HOW TO GET THERE AND MOVE AROUND	24
5.1 RAIL.....	24
5.2 COACH AND BUS.....	25
5.3 AIR	26
5.4 BOAT	27
5.5 CAR AND TAXI	28
5.6 MOBILITY HIRE COMPANIES.....	30
6.0 TRAVEL AGENTS/COMPANIES	32
6.1 LOCAL AGENTS.....	32
6.2 NATIONAL AGENTS	33
6.3 INTERNET	34
7.0 FUNDING AND GRANTS	35
7.1 LOCAL COUNCILS & SOCIAL WORK DEPARTMENTS	35
7.2 VOLUNTARY ORGANISATIONS AND CHARITIES	35
8.0 HELPFUL ORGANISATIONS	
8.1 DIRECT GOV.....	38
8.2 UPDATE SCOTLAND.....	39
8.3 HOLIDAY CARE	40
8.4 DIAL UK.....	41
9.0 CONTACT DETAILS	41

1.0 Medical Guidelines

This section covers the European Union (EU) with further information on Africa, America, Asia and Australasia.

1.1 Medicines & Equipment

If you are taking medicine on holiday then you need to make sure you have enough to last you while you are away. Make sure that medicine and tablets are labelled clearly on the outside of the containers. It is usually recommended that you to get your doctor or consultant to write a letter listing the medication you need, because some countries have rules about which medicines you can take in. It is also important to check the temperature that your medication should be stored at, especially when flying.

1.2 European Health Insurance Card (EHIC)

You have to apply for an EHIC (formerly E111 form) which entitles you to treatment either in hospital or by a doctor.

Below is the current list of EU Countries. (February 07):

- Austria
- Belgium
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland

You can either apply for the EHIC by picking up a form from your local Post Office or apply directly online.

The EHIC is valid for between 3 and 5 years and covers treatment for illness or accidents. The card gives you access to state provided medical treatment (like our NHS) and you will be treated the same as someone who lives in the country you are in. You may have to make a contribution to your care, which is why it is important that you have travel insurance. (See Chapter 2)

The EHIC does not cover any treatment you might need for a chronic disease or pre-existing illness. If you are being treated with kidney dialysis or oxygen therapy, before you leave, you will have to make arrangements for the treatment to be continued while on holiday.

Note: the EHIC will not cover you if you go on holiday specifically for medical treatment, such as plastic surgery.

www.ehic.org.uk

0845 606 2030

1.3 Vaccinations

When travelling abroad you sometimes need to have injections to protect you from bugs and diseases common to those countries. Get in touch with your local GP or Consultant to see what injections or medicines you might need and how much you might need to pay before you go on holiday. Do this as soon as possible, as some medicines need to be taken as long as three months before going away.

Vaccinations needed for travelling to destinations such as Africa, Asia, Australasia, the Caribbean and some European countries are for:

- Typhoid
- Hepatitis A
- Diphtheria
- Tuberculosis
- Hepatitis B
- Rabies
- Yellow Fever
- Meningococcal Meningitis
- Malaria
- Japanese B Encephalitis
- Tick-Borne Encephalitis

If you are travelling to more domestic European countries such as France, Germany, Spain and Holland and also America then you may not need any vaccinations but check this with your GP and also make sure that regular vaccinations for Tetanus, Diphtheria and Polio are all up to date.

www.netdoctor.co.uk/travel/vaccines_index.shtml

2.0 Travel Insurance

Travel Insurance is important no matter where you travelling. Generally this means that if you fall ill on holiday you have insurance to cover costs for medicines and treatment. Also, if your holiday is cancelled or, you leave the airport late and miss a connecting flight, you have a way of claiming back money you may have spent.

It is important to check that the insurance you are buying covers any "pre-existing" medical conditions that you may have such as Cancer, High Blood Pressure, High Cholesterol, HIV, Parkinson's and MS. Also, if you have taken medication and/or received treatment in hospital in the past two years. It is also important to make sure that the company you are buying your insurance from will insure any mobility aids you are taking with you, like wheelchairs and scooters and, also insures your medicines.

2.1 Insurance Advice

There are some organisations which do not sell travel insurance but can offer advice on what to expect from travel insurance and how to go about buying it.

Door to Door Guide to Travel for Disabled People

This Guide gives advice on various insurance needs, as, before you go on holiday you need to make sure that you have covered everything. Although many insurance companies can give very comprehensive policies, these may

not be suitable for disabled people. Some companies will not cover claims, which come from pre-existing medical conditions, which relate to your disability.

The policy also needs to cover the equipment that you take with you, like your wheelchair walking aids etc. Standard travel insurance does not normally cover this so double check before you go. Sometimes, house insurance covers wheelchairs and mobility scooters and will also cover them if taken abroad, but if not then there are companies who will insure them for you.

The Disability Discrimination Act 1995 makes it illegal for insurance companies to charge a disabled person more for an insurance policy without evidence that proves that the disabled person is a greater risk than a non disabled person.

www.dptac.gov.uk/door-to-door

DirectGov

DirectGov also gives advice on the normal types of cover like flight delays and theft you also need to check that the insurance policy covers:

- Cover for any medical costs that arise from your impairment or disability.
- Cover if an airline is unable to carry you for any reason, for example, a change of plane type to one that is not accessible to you.

Do take out travel insurance even if you are traveling within the UK. This is especially important if you are taking special equipment such as wheelchairs or if you're likely to need medical attention, which may cut your holiday short. If you need to take expensive equipment with you then you need to make sure it is insured for both loss and damage. It is important to also check that your equipment is covered while in transit, when you are in the air for example.

www.direct.gov.uk/en/disabledpeople

Rethink

Advise that most standard travel insurance policies, such as the ones you might be offered by a travel agent, exclude pre-existing conditions, including mental health problems. If you book a holiday you will probably need to take out separate travel insurance to cover you for any mental health problems. A travel insurer cannot refuse to give an insurance policy to anyone with a mental health problem, but the insurer may not need to pay out if you make a claim as a result of your mental health problem if they can justify that your illness puts you at greater risk of getting ill.

A travel insurer may also exclude cover for a pre-existing condition. If you become ill from an illness (including mental illness) that you had before you applied and you need treatment or to return home during your holiday, you may not be covered. If however you suffer from an illness not linked to your mental health condition, you should be covered.

www.rethink.org

0845 456 0455

2.2 Insurance Companies

There are a limited number of travel insurance companies who actually provide specialised cover for people with disabilities. Do double check that they cover everything that you need, including medical aids and medications.

The majority of Disabled Travel Insurance Companies offer services as standard, including:

- Emergency Medical Expenses
- Emergency return or call out in response to fire or burglary
- Mobility aids and medication if lost or damaged
- Possessions
- Prescription Glasses
- Loss of money, passport or driving license
- Repatriation Expenses
- Waiting List Cover
- Personal Accident
- Personal Liability

As the EHIC only covers partial costs towards treatment in hospital, you really need to have insurance so that the full cost can be met. Treatment has to be paid for up front and reclaimed from the insurance company. A medical certificate is not always needed, but if something should happen to you because of a pre-existing medical condition and you have not told the insurance company, you will not be able to claim for help to pay for treatment.

The whole party should be insured with the same company as it is unlikely that a separate insurance group would cover the rest of the group if you needed to cancel the holiday or come home early because of your medical condition.

Note: if you are in the middle of being tested for a condition, some insurance companies may not insure you. (See Chapter 1.2)

www.allcleartravel.co.uk

0845 010 0071

www.free-spirit.com

0845 230 5000

www.jmi.co.uk/get-a-quote/disabled-travel-insurance/travelbility.html

0845 338 1638

www.mediquote.co.uk

3.0 Where to Go

Wherever you go for your holiday you want to make sure that it is accessible for you and those you are travelling with, if it has wheelchair access for example. This section gives some information of destinations both at home and abroad which cater especially for the needs of those with disabilities or other medical conditions. If you have access to the internet you could look at www.tourismforall.org.uk or www.everybody.co.uk for ideas on where to go. These sites have been made up by people with disabilities and give information on their first-hand experiences with destinations and hotels.

3.1 United Kingdom and Ireland

Capability Scotland

Capability Scotland is one of the leading Scottish Disability Organisations and has over 60 years of experience in providing services to disabled people of all ages in Scotland. The organisation was launched in 1946 by a group of committed parents and professionals. The first service was Westerlea School for children with Cerebral Palsy and opened in December of that year.

The original purpose of the organisation was to support people with Cerebral Palsy however they have developed to support children, young people and adults with a range of disabilities. They provide a wide range of services including community living, day and residential services, employment opportunities, respite/short breaks, therapy, education and learning, family support and activities.

For many families, supporting a relative with disabilities is a rewarding experience but it is also difficult as it needs a lot of time, energy and commitment. The short break packages enable children and adults with disabilities and their families to have a planned break from each other. The service gives carers time to relax while the person with the disability receives professional support in a safe and enjoyable environment.

They recognise that every disabled person is an individual and so they know that it is important to take the time to get to know them and their family. This means that they can provide a service that best suits the service user's circumstances and the families needs.

www.capability-scotland.org.uk

0131 313 5510

Vitalise (The Winged Fellowship Trust)

Vitalise is a charity which provides services for disabled and visually impaired people. There are 5 accessible Vitalise Centres in the UK - in Nottingham, Southport, Southampton, Essex and Cornwall - and each have restaurants, bars and leisure facilities like swimming pools and gardens. There is 24 hour personal care on call with trained staff and volunteers to help all guests to make their stay memorable and enjoyable.

The main point of a break with Vitalise is to have freedom and choice and they aim to suit individual needs as soon as possible. There is the opportunity to try new things and make new friends and also gives carers a break too.

The Centres are registered to provide personal care which includes assisting with showering, dressing and helping at meal times. There are also a number of volunteers who provide support and friendship for guests. Nursing care or procedures cannot be provided at the Centre. The centre can cater for guests requiring a District Nurse if a District Nurse would normally attend at home, or if accompanied by a carer who will provide this.

www.vitalise.org.uk

0845 345 1970

Share Village - Ireland

Share Village is the largest activity centre in Ireland and, established in 1981, now sees 10,000 visitors every year. It is situated mid distance between Belfast and Dublin and transport can be arranged to collect guests from ferry ports and airport terminals.

Share Village can work on both a residential or day basis and is willing to tailor all activities to the needs of every individual. It can cater for group sizes ranging between 6 and 220 and there is on-site accommodation for 220 guests.

All of the staff at Share Village are qualified and experienced in all activities. There are a number of activities which take place at Share Village including Art Programmes, yachting, canoeing, kayaking, indoor/outdoor climbing walls, archery and lazer skirmish (electric paintballing). There is a swimming pool on site which has ramped access and residential groups will usually be allocated specific times each day to use the pool.

John Grooms

John Grooms has almost 140 years of experience of providing services and support to disabled people. Each year, John Grooms charity and its sister company John Grooms Housing Association works with over 10,500 disabled people and their families every year. They aim to offer choice and independence to disabled people by providing a wide range of services with residential care and support for people with complex disabilities and 9 care centres which enable people to live as independently as possible.

John Grooms Holidays has three wheelchair accessible hotels where guests can enjoy the accessible facilities and warm welcome from staff. John Grooms also recognises the need of carers as well as the people that they care for. Dan-Y-Graig is a respite centre in South Wales where disabled people can stay while their carers take a break. John Grooms also has centres in Suffolk and Norfolk for people who have sustained a brain injury from accident or stroke.

www.johngrooms.co.uk

020 7452 2000

3.2 Europe

Some disabled travellers may feel that because of their disability they are confined to taking holidays in the UK. This, however, is not the case. Below are a range of resorts in across Europe which are accessible to many travellers with disabilities.

Evas Apartments, Cyprus

The Evas Apartments in Cyprus is only 45 minutes from the airport at Paphos and 2 hours from the airport at Larnaca. This is a small, family run resort which only has 8 apartments which are all specially adapted for visitors with special requirements.

There are seven studios and one 3 bedroom apartment which have all been adapted to allow comfort and manoeuvrability for the disabled traveller. The studios feature roll-in showers with shower chairs, grab rails and widened doors. The apartment also has an en-suite roll in shower bathroom which is very spacious and overlooks the pool. There is elevator access to this apartment. All of the beds in the apartment have been heightened so that it is easier for wheelchair users to transfer in and out of the bed.

There is an adapted taxi on sight which is used for airport transfers, excursions and daily transfers. The apartments are self catering and there are supermarkets close by. The smaller local supermarkets are not wheelchair friendly however there is a larger supermarket only 10 minutes away (by electric wheelchair/scooter) which is easily accessible for wheelchair users.

The beach is only 20 minutes and the village square only 5 minutes away.

There is also a local company called "Paraquip Cyprus" which hires out mobility equipment including:

- Manual Wheelchairs
- Electric Wheelchairs
- Electric Scooters

www.evas-apartments.com

Terra Maris Hotel, Greece

Terra Maris is a newly opened resort which is open all year round. The hotel is perfect for all types of holidays from family to romantic with a number of different facilities to suit the individual customer.

The website gives some specifications for disabled customers, especially those who are wheelchair bound.

- Entrance door width - 90cm
- Corridor entrance width - 90cm to 1m13cm
- Bathroom door width - 90cm
- Basin height - adjustable mechanism
- Toilet height - 40cm
- Bed height - 50cm

Around the hotel there are a number of facilities which are offered to all customers. There are gardens and parking and also eight pools and the hotel has 8 elevators making access to the four floors of rooms much easier.

On site there are many facilities but for disabled guests there are a number of specialised features such as:

- Disabled toilets in public areas
- Elevators in both the main building and the bungalow building
- Ramps in outdoor areas
- Easy access to restaurants and bars (with staff assistance if required)
- Easy access to beach
- 2 wheelchairs for use around the hotel

Paved pathways in Greece are often steep and steps rarely have handrails. Motorised wheelchairs help to make Greece easier to access because even flat areas have occasional hills. Scooters are even easier to use in Greece as they are often narrower than electric wheelchairs and so are easier to navigate around Greece's passageways. Visitors who use walkers, canes or strollers should be advised to wear hard soled shoes in Greece as many of the cobbled streets are marble.

www.maris.gr/terra

San Felice Circeo Lazio, Rome, Italy

This hotel is located 90km south of Rome, right between Rome and Naples and offers peace and tranquillity to all its guests. The hotel has 51 rooms which have recently undergone renovation. There are 6 rooms which are fully accessible to guests with disabilities, with fully equipped bathrooms and wider doorways to allow easy access.

The hotel is open all year round and is an ideal location for relaxing family and group holidays. The rooms which are specified for disabled travellers have:

- Accessible en-suite
- Accessible flat levelled shower
- Drop down shower chair
- Shower and toilet grab rails
- Widened doorways
- Light switches beside bed
- Bathroom and room alarm

www.accessibleitalianholiday.com

Azahara Playa, Los Christianos, Tenerife

Azahara Playa Apartment in Los Christianos is suitable for guests with disabilities. It has 2 bedrooms which can sleep up to four people and is located, in an estate of small apartments on the beach front. Prices range from £250 to £600 per week. The apartment has satellite TV, microwave, fridge, kettle, toaster, washing machine and an iron. There are ceiling fans in all rooms with linen and towels included in the cost.

The refurbished and upgraded apartment sleeps up to four people, with the double bedroom being wheelchair accessible. The bathroom, with level entry shower and grab rails has no chair but you can use one of the patio chairs. The kitchen has an adjustable height hob and the south facing balcony overlooks the communal pool and catches the sun all day.

Azahara is only 150m from Las Vistas beach and a 10 minute stroll from the village. Los Christianos is a family orientated part of Tenerife however the apartments are only 15 minutes in a taxi from Las Americas which is a livelier part of the island. Las Americas has a large supermarket called Mercadona which is situated at the back of the San Eugenio Shopping Centre. The shopping centre and Mercadona have travelators to allow access to all levels.

www.choosespain.com

01326 562959

Orange Badge Tenerife, The Holiday Mobility Specialists

If you do decide to visit Tenerife there is only one fully insured and legal English mobility company operating in Tenerife. There are a number of Spanish organisations but it may be best to deal with an English company so that there are no language barriers. The company hires out mobility aids for getting around Tenerife, disability aids for your apartment or villa, organise trips and can also advise on bars, clubs and restaurants which are accessible to people with disabilities.

It is best to book everything before you come to Tenerife to make sure that you get all the equipment you need to make your stay comfortable and enjoyable. Booking can be done by fax, phone, email or post and then delivery will be arranged. If necessary, Orange Badge can arrange to transfer you from the airport to your accommodation. You do not need to pay for the equipment until you arrive in Tenerife. Orange Badge can help you to collect your baggage at the airport and transfer you in a wheelchair friendly vehicle to your accommodation.

Orange Badge hire out a wide range of equipment including:

- Manual wheelchairs
- Electric wheelchairs
- Electric scooters
- Walking sticks
- Crutches
- Hoists
- Bed/cot sides
- Lifting equipment
- Commodes
- Raised toilet seats
- Bath boards

Orange Badge arranges trips to local tourist attractions and towns such as Loro Parque, Mount Teide, Playa de la Arena, Puerto de la Cruz (shopping, Botanical Gardens, Lagos Martianez, Lido and San Telmo Chapel), Candelaria, Santa Cruz, La Laguna, Aqua Park, Los Christianos and Los Gigantos. All of these trips have accessible transport for people in wheelchairs however there may be some areas of some of the town which are inaccessible. The top of Mount Teide is unsuitable for wheelchair users however if you have the mobility to get into a cable car then you can journey to the top and down again.

www.orangebadge.com

3.3 America and Canada

Orlando ~ Florida

The Assistance Travel Service Ltd was set up by Tony Reeve who has a number of medical conditions. Over the last 19 years, him and his small team have helped over 25,000 people enjoy the holiday they could only dream of. The holidays are tailored to meet the individual needs of customers and they can arrange door to door services, personal care, adapted hotels and self catering bungalows and villas.

Once you arrive in Florida and have cleared customs you can meet your pre arranged transport. You can opt for standard car hire, specially adapted self drive mini vans or specially adapted mini bus with driver. If you choose to drive yourself then you will have your vehicle for the duration of your holiday however if you are unable or choose not to drive then your driver will take you to your accommodation and will also transport you to your attractions or excursions each day.

The Assistance Travel Company has links with a large number of hotels in Orlando which have been adapted to suit the needs of people with disabilities. The accommodation ranges from economy hotels like "Days Inn" at Lake Buena Vista to suites or mini suites in the Embassy Suites in Orlando, Kissimmee or near Disney World. All of these have wheelchair access, wheelchair friendly showers and adapted rooms.

There are also a number of villas and full size bungalows, 40minutes away from the main attractions, in areas such as Orchard Lake Village and Bridge Water Crossings. The bungalows can sleep 4 to 8 people and are designed to be wheelchair friendly. They also have a swimming pool usually with a hoist. The Assistance Travel Service can also hire out equipment, such as wheelchairs, scooters, hoists etc should you need them.

www.assistedholidays.com

01708 863198

The Westin Hotel, Ottawa is located in the heart of the city, with magnificent views of the Rideau Canal, Parliament Hill and Byward Market and is an ideal destination for business and leisure guests. It has indoor walkways to the Rideau Centre Shopping Mall and the Ottawa Congress Centre and the location gives easy access to historical and cultural elements of the city.

The hotel has 448 bedrooms, restaurant, bar, air conditioning, indoor pool, portable hoists, spa and parking. As standard the rooms have a number of facilities such as colour TV, cable channels, accessible shower baths, air conditioning, hairdryer and free daily newspaper.

The hotel also has an indoor pool, gym, whirlpool spa, squash courts, dry cleaning service, shopping centre, room service, valet service, sun deck and luggage storage.

To ensure you get a ground floor room and any other additional facilities it is important to inform the hotel at least one week before arrival.

www.westin.com/ottawa

3.4 The Rest of the World: Australia, New Zealand, India, Africa, Asia, Turkey and Russia

O'Carrollyns, Port Stephen, New South Wales, Australia is only a short drive from local attractions. O'Carrollyns offers self-contained cabin accommodation with wheelchair access to the ground floor and a loft bunkroom for the rest of the party. The kitchen is made up of benches with wheel under facilities to the sink and the microwave, oven and hob are at a height which is accessible to all. The bathrooms, with wheel-in shower areas, hand held shower heads, grab rails and easy access toilets, have temperature controlled hot water which helps to prevent accidental burns.

On the south west side of the resort there is a large heated pool which has amazing views. The pool has a swing style hoist so all guests can join in.

One Mile Beach is accessible to all guests staying at O'Carrollyns and the team can provide a number of services such as free-wheeler beach chair and a diesel six wheeler all terrain buggy for transportation onto the beach.

www.ocarrollyns.com.au

Turkey

Disabled access in Turkey can be difficult as they do not have any access regulations despite wishing to enter the EU. Some of the major museums and tourist attractions have installed ramps however it is best to check before arrival. Some buses have designated seats for disabled people and / or a wheelchair. With poorly maintained roads and pavements, disabled access to restaurants, shops, cafes, museums and other attractions is heavily based on the kindness of the local people.

Few hotels in Turkey have good disabled access, however **Disabled Destination Abroad** is able to help you find somewhere that is suitable. Their business is dedicated to travellers with disabilities who find it difficult to find fully accessible wheelchair accommodation in European countries. For Turkey the only accommodation on offer is in the resort of Altinkum, which is on the Aegean coast.

The Golden Park Apartments are just 10 minutes from the main beach and the resort of Altinkum, in parkland away from the main road. The ground floor accommodation has 2 or 3 bedrooms, sleeping 6 to 8 people, with wheelchair ramped access to the properties and an accessible wheel-in shower room with shower chairs and grab rails. All corridors are wide enough for wheelchair access and sockets, switches and plugs are at an accessible level.

All areas of the resort are wheelchair accessible and staff are willing to help if required. A free mini bus service runs to and from Altinkum several times throughout the day and into the night. Most of the locals speak English and are very friendly and willing to help.

www.disableddestinationabroad.com

01773 824709

New Zealand

Accessible Kiwi Tours was established in 1991 and is run by Frank and Diane Boonen who care and cater for people with disabilities. With over 15 years experience in organising trips for the disabled and elderly either in a personal or group setting, they can organise trips from the busiest tourist resorts to the quietest areas across New Zealand.

The cost of the trip includes accommodation, attractions, and meals with the services of a fully trained escort/driver, unlimited mileage and sightseeing. Each vehicle is fully wheelchair accessible with tie down points for those who are completely wheelchair bound and help in transferring to a normal seat for those who are able.

www.toursnz.com

3.5 Cruises

Cruises are becoming more and more popular for holidays and can visit a variety of destinations. There are a number of companies which specialise in arranging access onto cruises for people with disabilities.

Many cruises depart directly from ports across the UK, however you can join your cruise almost anywhere in the world. For wheelchair users adapted cabins are available with trouble-free access onto and around the ship. Special diets can be catered for and room service is available 24 hours a day. Activities on board are varied to suit all age ranges and there is ample entertainment including theatre shows, comedians and cabaret. Cruising is great value for money with all flights, accommodation, food, activities and entertainment included and you know exactly what you will spend on your holiday as there are no hidden surprises.

Barrhead Travel is one organisation that works with leading travel agents to arrange holidays, including cruises, for people with disabilities.

Disabled Cruising Holiday also specialise in making cruises accessible to people who have specialist requirements. They have a great deal of knowledge of cruise ships and their individual facilities ensuring your every need is catered for.

Cruising Holiday can arrange shore excursions using adapted transport to make sure you can make the most of your holiday. When you call Cruising Holiday for the first time you will be assigned a dedicated customer advisor who you will always be in contact with as they do not use call centres.

Cruising Holiday cover a number of destinations including Alaska, Bahamas, Bermuda, Caribbean, Europe, Hawaii, Mediterranean, Mexican Riviera and Scandinavia.

Cruising Holiday offer dialysis cruises so that travellers can cruise with family or friends, knowing that dialysis treatment is available on board. Dialysis machines are part of the ship's infirmary and treatments are available on cruise ships all over the world. Dialysis sessions are charged for on board the ship, usually costing between £200 and £230 and this can usually be refunded to you through the NHS but it is best to check before booking.

www.cruisingholiday.co.uk

0844 484 2770

3.6 Weather Conditions

Cyprus

Average maximum temperatures throughout the year, for Cyprus are:

Average temperatures for Cyprus 2006												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
°C	17.3	17.5	19.4	22.6	26.6	30.7	33.0	33.2	31.3	28.6	23.5	19.0
°F	63.1	63.5	66.9	72.7	79.9	87.3	91.4	91.8	88.3	83.5	74.3	66.2

Obviously, June, July and August are the hottest three months in Cyprus. However May has shown to be a cooler month in this country.

It may be a better idea to book a trip to Cyprus in May as it is cooler. Some travel companies often don't charge as much in May as it is not yet peak season. Peak season usually begins when the school term ends in July.

Greece

Greece has a warm Mediterranean climate and it is estimated that there are 3,000 hours of sunshine every year.

Average Temperatures for Greece, 2006												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
°C	12	13	16	19	25	29	32	32	28	23	18	14
°F	53	55	60	66	77	84	89	89	28	73	64	57

Again in Greece, June, July and August are the hottest months while September is still relatively warm. In 2006 May is shown to have an average temperature of 25 °C, for some travellers, going in May might be better suited as it is not so hot.

Italy

Rome's climate is never too hot or too cold and there is usually plenty of sun to enjoy. In the summer it can reach sweltering conditions yet the winter months bring mild weather and some rainy spells.

Average Temperatures for Italy, 2006												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
°C	12.7	13.3	15.0	17.7	21.6	25.6	28.3	28.3	25.6	21.6	17.2	13.8
°F	55	56	59	64	71	78	83	83	78	71	63	57

Again it is much hotter in June, July, August and September than it is in any other month in Italy. Again it might be preferable for some to travel in May so that it is not so hot.

Tenerife

Tenerife has very differing temperatures throughout the year. The "Trade Winds" that come over the Canary Islands keep it cool, but the islands closeness to the equator evens out on the breezes.

Average Temperatures for Tenerife, 2006												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
°C	21	21	22	23	24	27	29	30	28	26	24	22
°F	70	70	72	73	75	81	84	86	82	79	75	72

Tenerife is very hot from June to September and doesn't really cool down properly until October time. It is still quite cool in May and so this might be a good time to visit the island if you are not too fond of the heat.

Port Stephen, New South Wales, Australia

To enjoy a warmer trip to Australia remember to visit in our winter months when the temperature is, on average, 24 °C.

Average Temperatures for Port Stephen, 2006												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
°C	24	25	24	22	20	18	17	18	20	21	22	24
°F	76	77	75	72	67	64	62	64	68	70	72	75

Orlando, Florida

Orlando has a sub-tropical climate and has hours of sun nearly every day all year round, this is why Florida is known as the "Sunshine State".

Average Temperatures for Orlando, 2006												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
°C	22.2	23.3	26.1	28.3	31.1	32.8	33.3	33.3	32.2	29.4	26.1	22.7
°F	72.0	74.0	79.0	83.0	88.0	91.0	92.0	92.0	90.0	85.0	79.0	73.0

Florida can be warm all year round but it is from May to September that it is at its hottest. If you don't like the heat then travel in April or October when it is normally cooler.

Ottawa, Canada

The information below shows that Ottawa isn't a particularly hot place to visit.

Average Temperatures for Ottawa, 2006												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
°C	-6	-4	2	11	19	24	26	25	20	12	5	-2
°F	21	25	36	52	66	75	80	77	68	54	41	28

Turkey

In the spring the temperatures rise slightly and by May temperatures are between 17°C and 21°C and daily sunshine hours increase to around 9 hours. The summer brings relatively hot weather to Turkey with temperatures over June, July and August varying between 24°C and 29°C, with 11 or 12 hours of sunshine every day. The autumn sees a rapid drop in the temperature and come November and December temperatures can be between 12°C and 7°C.

Average Temperatures for Turkey, 2006												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
°C	4	5	8	12	17	22	24	26	21	17	10	7
°F	39	42	47	55	63	72	76	80	70	63	51	46

New Zealand

The weather is very changeable throughout the year and all months are fairly wet. Sunny spells can appear at any time of the year with around 4 or 5 hours of sunshine daily in winter and 6 to 7 in the summer. The north and east coasts are generally the sunniest. Snow can occur almost anywhere in New Zealand however it is rare in the north.

Average Temperatures for New Zealand, 2006												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
°C	20	20	18	17	14	10	10	11	13	14	15	15
°F	68	68	65	63	57	50	50	52	56	57	60	60

www.wunderground.com

www.expedia.co.uk

<http://weather.msn.com/>

3.7 Comments and Reviews by Other Holiday Makers

Sometimes, where you go on holiday, might depend on what sort of activities you enjoy, whether it is a family holiday, an adventure holiday or a relaxing holiday. Wherever you decide to go, or are thinking about going, it is a good idea to look at some of the reviews that other travellers have written about the place you are going to visit. The websites listed in the categories below have information and reviews on certain hotel and attractions on the areas which have been mentioned throughout this brochure.

Vitalise

A regular guest at Vitalise said “The staff and volunteers at each Centre continue to do more than they ever could realise for me and the many other guests, who I am sure love their holidays with Vitalise as much as I do”.

Cyprus

The reviews that can be found online are separated into location and also into different hotels and apartments. From looking at the comments made by holiday makers in Greece it is clear to see that it is an ideal location for

everyone, including those with disabilities. There are many accessible attractions which are only a short distance away from Evas Apartments.

Greece

Reviews of Greece and the Terra Maris Hotel in particular, show that the hotel itself was wonderful, with complimentary gifts (baseball caps and t-shirts) left in every room. The staff have been said to be very pleasant, the waiters and front desk staff always very willing to help and always smiling. The only problems noted were that the pool and beach areas are rather small and so in peak seasons they are rather crowded. All in all there seems to be very good feeling about the Terra Maris, its facilities and its location.

Italy

There are many reviews for Italy itself which relate to different locations,. Visitors have been very happy with the service and facilities they have been provided with. Although people were dubious about booking online, much of the accommodation, in line with EU regulations, has been adapted to allow easy access for anyone with problems with their mobility.

Tenerife

From the reviews that have been written about Ocean Azahara Playa and Los Christianos itself it is clear to see that visitors are happy with the area. The only issue seems to be that in peak seasons there are not enough sunbeds for all of the guests.

"There are also some issues with the local touts - which you will get anywhere - that frequent the beach at Los Christianos. Speaking from my own experience touts will disappear if you tell them you are leaving that day or if you just ignore them when you walk past. I can also assure that the beach in Los Christianos is lovely with rows and rows of sun loungers and umbrellas however you did need to pay for them. The market in Los Christianos is fun to go to however it is important to keep a hold of your handbags and wallets and not wander off from the rest of your party. If you want a change of scenery then there is a also a lovely beach in Las Americas which only takes 20 minutes to walk to."

Orlando

The reviews that have been written about Florida and Orlando in particular explain that there is so much to do in the area that it is likely to take more than 2 weeks to visit all of the attractions. There are also very informative reviews on the hotels in the area and what they offer to visitors. The majority of American hotels, apartments and studios get a fairly good write up but it is always wise to view some of the reviews so you know what you are in store for upon arrival.

Ottawa

With little information about Ottawa and Canada generally, there are a number of reviews written about the Westin Hotel in Ottawa. Some have a very high view of the hotel while others state that they will not be returning. In the past four years TripAdvisor has had 69 reviews about The Westin left on its website and out of these only 13 are bad reviews with a scoring out of 3 or less out of 5. There are some conflicting messages in the reviews, especially in regards to the rooms themselves however the majority do find the hotel, the accommodation and its facilities to be a pleasant experience.

O'Carrollyns

There aren't many reviews on O'Carrollyns but from what there are it is clear to see that people have a high opinion of it. The majority of people feel that the staff are extremely willing to help and the wheelchair accessible facilities are amazing.

Turkey

The reviews online for Turkey and the Golden Park Apartments all say how excellent the accommodation is, how clean it is and how friendly the people are. The only downside seems to be the size of the pool which is quite small however the beach is only 10 minutes away.

New Zealand

There are a number of reviews online from people who have thoroughly enjoyed the services and experiences they gained from their trip with Accessible Kiwi Tours. The reviews come from paraplegics, senior citizens, wheelchair users and sufferers of MS. The writers were amazed at the expertise of care given to them and their ability to make their New Zealand dreams come true. The specialised and flexible tour services met all their needs and ensured they saw and did what they wanted to do.

www.holidays-uncovered.com

www.tripadvisor.com

www.holidaywatchdog.com

4.0 What to Do

When you get to your destination there may be excursions and trips already arranged for you, however if not, below are a variety of places to visit in a number of destinations.

4.1 Sporting and Leisure Activities

In the past it might have been that only physically able people went on sporting and leisure holidays or took part in leisure activities when away. Nowadays however there are many more options available to disabled travellers and a number of organisations strive to offer the same opportunities as other people.

Badaguish Cairngorm Outdoor Centre, Aviemore

Badaguish Cairngorm Outdoor Centre in Aviemore specialises in short breaks with personal assistance or support as part of a small group activity holiday.

As a Charitable Trust which provides a specialised service to people with disabilities, Badaguish has a fully staffed programme and a purpose built activity holiday unit, which people with disabilities can visit, unaccompanied and still have 24 hour respite care. Badaguish has a variety of accommodation, available in a number of combinations to suit organised groups, clubs, schools, youth organisations and families.

There are many different activities that can be participated in at Badaguish and they all have fully qualified and trained members of staff. Activities include:

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> • Indoor Climbing • Mountain Biking • Archery • Rock Climbing and Abseiling | <ul style="list-style-type: none"> • Mountain Walking • Rock Scrambling • Canoeing • Problem Solving | <ul style="list-style-type: none"> • Zip wire and abseil • Orienteering • High Ropes Course |
|--|--|--|

As Badaguish is a charity and relies on donations and grants they have to charge for the services they provide, although they do offer discounts to groups, especially if they intend to spend a few days in the area. (Prices are available from the website)

www.badaguish.org

01479 861285

The Calvert Trust

The Calvert Trust is another organisation which offers accommodation and courses in sports, adventure and outdoor activities to those with disabilities.

Calvert Trust was first established in Keswick in 1974 and now has two other centres in the UK in Kielder and Exmoor. Its instructors and staff give professional help and expertise and strive to expand and improve the range of activities available to people with all manner of physical, sensory, motor and learning difficulties.

The Trust recognises and respects the dignity of its visitors and helps them to achieve the level that they want to reach. The Trust believes that no one should be left out because of a disability and focuses on each individual and their abilities. There are a number of courses and activities that can be undertaken at the Calvert Trust. All of the courses are designed to meet the needs of the visitors and to ensure their aims are fulfilled. Groups get the opportunity to consult with staff in regards to what they want on their programme. All activities are led by experienced and qualified staff, who have had specialist training in working with people with disabilities.

Up to forty people can be accommodated in comfortable twin and family bedrooms (all with en-suite facilities). A range of domestic aids such as mobility hoists and bath lifts can be made available in any of the rooms. With four self-catering cottages, all at ground floor level and fully accessible, there are wheel-in showers, baths with hydraulic seats and grab rails, kitchens with an adjustable height hob and sink unit, TV, video and central heating.

www.calvert-trust.org.uk

01768 772255

4.2 Excursions

Cyprus

Cyprus and especially Paphos, have a number of ancient points scattered across the main town and lower area including:

- Roman Villas
- Mosaics of Paphos
- Underground Tombs - Tombs of the Kings
- Troodos Mountains

www.villasrentcyprus.co.uk/holiday-guide

Greece

Athens became the capital of Greece in 1834 and it is easy to see that this choice was made because of its historical importance. It has become an attractive, dynamic city with modern buildings and facilities.

There are many sights to see in Athens including:

- Temple of Niki
- Dionysus Theatre
- Acropolis Museum
- Chapel of St George
- Benaki Museum

www.chiff.com/recreation/beaches/greece-beaches.htm

www.chiff.com/travel/greece.htm

www.athensguide.org

Italy

Rome has many magnificent public buildings worth seeing. Accessible Italian Holiday provides a safe and fully accessible excursion package around Rome. You can choose 3 places you would like to visit such as:

- The Vatican Museum is accessible by an external pedestrian path, with a ramp at the entrance for wheelchair access, accessible toilets, but no parking spaces reserved for disabled badge holders.
- St Peters Church is a magnificent church, built 150years ago without parking spaces reserved for Disabled Badge Holders.
- The Pantheon was originally a Roman Temple, later consecrated as a Catholic Church. Space is reserved for disabled badge holders in Piazza Della Minerva where the Pantheon is located. Building access is via a ramp for wheelchair users.

The cost is £295.00, including the entrance to attractions, driver, fuel, accessible transport with lift and transfer to and from accommodation.

www.accessibleitalianholiday.com

America ~Florida

One of the highlights of a holiday in Florida is having the chance to swim with the dolphins. Assisted Holidays is able to add this as part of your holiday package.

- Based at Discover Cove which is part of Sea World
- Lasts the whole day
- On arrival you are given a set time to for swimming session
- Specially adapted wheelchair if needed, wet suits and life jacket
- Photos taken when swimming
- Sunbathe on the beaches, float on the lazy river or swim with a number of different types of
- Eat what you like buffet lunch

www.assistedholidays.com

01708 863198

Canada ~ Ottawa

There are a number of things to do and see in Ottawa such as:

- Museums
- Art Galleries
- Historical Monuments
- National Gardens
- Parkways
- Logoland

www.ottawakiosk.com

Australia ~ Port Stephen, New South Wales

There are many activities and facilities which are accessible to all in Port Stephen such as:

- Flat-deck hire boats with wheel on / wheel off floating jetties.
- Dolphin cruises from the harbour with wheel on and wheel off jetties.
- 4-wheel drive sand safaris with ramp access.
- Accessible pharmacies, shops, internet cafes, coffee bars and local restaurants.

www.ocarrollyns.com.au

Turkey

Altinkum is a fantastic start to exploring some of Turkey's many historic and scenic sites, including:

- Bafa Lake
- Ephesus City (One of the Seven Wonders of the World)
- Apollo Temple
- Temple of Augustus
- Roman Baths
- Meryemana (The Virgin Mary's House)

Altinkum has two glorious beaches of soft white sand that are ideal for families and people with disabilities as the sea remains shallow for a couple of hundred meters and has no surf.

www.iexplore.com/dmap/Turkey/Where+to+Go

New Zealand

One example of the tours that Accessible Kiwi Tours can arrange lasts for 24 days, nearly four weeks. In this time you will stay in around 12 different hotels and motels and will visit a number of different attractions and see many sights including:

- Mount Eden
- Auckland Harbour
- Kelly Tarlton's Underwater World
- Sky Tower
- Waitomo Caves
- Fairy Springs
- Tamaki Tours
- Bore Valley
- Huka Falls
- DeBretts Thermal Pools
- Army Museum
- Wellington Harbour
- Boat Cruises
- Fishing Trips
- Montana Winery
- Whale Watching
- Air Force Museum
- Ship Creek Bush Walk
- Milford Sound
- Lady of the Lake Steam Ship

www.toursnz.com

5.0 How to Get There and Move Around

For you to enjoy your holiday you need to get there! This section explains and gives information on ways of travelling and special arrangements that can be organized, if necessary, to suit your disability needs.

5.1 Rail

Most UK rail travel companies have services and facilities which they offer to disabled passengers. The majority of rail companies will request that arrangements for assistance are made in advance, preferably when you book your travel tickets. Although rail companies do not normally have porters specifically for carrying luggage the majority do have staff available on most platforms to help. Rail companies can also usually ensure that there is a member of staff available to help you board the train if necessary.

The majority of rail companies nowadays have accessible toilets on the train with grab handles and alarms, improved signage with safety instructions in Braille, wider doorways and highly visible exterior doors, wheelchair space in both first and standard class.

Rail Companies ScotRail, Virgin and GNER can provide wheelchair ramps on all its trains for use at stations. Wheelchairs are also available at the majority of stations to take you to and from the train to your next method of transport. Taking a wheelchair onto a train is a difficult process, as, because of their weight, rail companies normally will not carry large outdoor runabout vehicles, including powered scooters. Trains can however normally carry Light Travel Scooters as long as these are booked in advance.

Rail Companies in the UK, including Virgin, GNER and ScotRail, all accept the Disabled Persons Railcard. The Railcard entitles a disabled person and one

companion to discounted rail travel across the UK. There are some conditions in regards to illnesses or age which must be met to become eligible for the card.

www.disabledpersons-railcard.co.uk

www.firstgroup.com/scotrail

0845 601 5929

www.gner.co.uk

08457 225 225

www.virgintrains.co.uk

08457 222 333

5.2 Coach and Bus

National Express

National Express is Britain's only scheduled coach network and reaches around 1,000 destinations in England, Scotland and Wales and carries more than 16 million passengers every year. National Express also has "Eurolines" coaches which operate to over 500 destinations within Europe and Ireland. They have dedicated "on-airport" coach and bus services operated by Airlinks at Heathrow and Gatwick, linking airports at Heathrow and Gatwick to hotels in the area. People with disabilities may find it difficult to travel on coaches and buses however National Express aims to make the experience as pleasant as possible.

All passengers who qualify as disabled are automatically entitled to receive discount on their travel costs of up to 50%. This includes both UK residents and overseas visitors. The concessionary fares are available on National Express services to destinations in England and Wales and also to Edinburgh and Glasgow from England and Wales. Concessionary travel is also available on Butlins and summer seasonal express coach services and on specified Eurolines services.

Sometimes it might be necessary to produce a local authority concession card. You can get these by taking a passport sized photo to your local council offices where they will make the card up for you.

At the moment National Express is rolling out a new generation of coaches onto the UK network. Although it is expected not to cover the whole network until 2012 they are introducing new coaches with special facilities for disabled travellers. The easy access coach have a wider entrance and a completely flat floor through the coach. There is a passenger lift for people in wheelchairs and once the traveller and wheelchair are on the coach the wheelchair is locked in place and the passenger uses a standard seatbelt.

Although you cannot reserve seats online you can call the Disabled Persons' Travel Helpline to make your booking. Please inform the advisor of your disability and also of any help you might need so that they can inform the driver.

www.nationalexpress.com

0121 423 8479

5.3 Air

Most airports give out guides to access and services for disabled travellers. There are a number of airlines that fly out of Aberdeen and hundreds of other airports across the UK. This section is focused mainly on three airlines; BAA, Globespan and EasyJet.

Because airports are extremely large places, getting around can be difficult if you have a problem with mobility. The majority of airports and airlines allow you to borrow their wheelchairs to get around the airport before and after your flight and they can also be brought right onto the plane to allow you to board and disembark comfortably.

When booking flights it is important to inform the airline of any special requirements or help that you may need, even more so if you are travelling alone. This allows the airline and airport staff to arrange assistance for you.

The majority of airlines will give board and disembark travellers with a disability as a priority allowing you to get on and off the plane before the other travellers so you don't feel as if you are holding anyone up. Airlines can also arrange for someone to accompany you through customs and to baggage and then on to your connecting transport. Most airlines require at least 48 hours notice if you require assistance but it is best to inform staff of required assistance when you book your flights. Again if you are flying alone and need one of the crew to keep an eye on you then advise the airline when you book tickets and also tell the clerk at the check-in desk. Airlines now include Disability Awareness as part of their staff training so should be helpful.

Unfortunately, if you need special, continuous assistance it would be necessary to have a care assistant with you. Airlines also usually have a rule that states that a maximum of two disabled travellers can travel with one care assistant. Airlines will usually allow passengers who are travelling with vital medication and/or medical equipment to carry up to 10kg of baggage free of charge in addition to their standard baggage allowance. Medical documents from doctor or consultants are needed to confirm that you need the medication that you have with you.

Airlines are usually happy to carry mobility aids as long as they weigh 60kgs, or less (excluding battery). Again you need to inform the airline when you book your tickets if you intend to take mobility aids with you.

Many airlines give discounts for booking online and disabled passengers may feel that they will miss out on this as they are usually required to book by telephone so that they can clearly explain their needs. However the majority of airlines will honour their online discounts to people who need to book by phone.

www.flyglobespan.com

www.baa.co.uk

www.easyjet.com/en/book/regulations

0131 466 7609

020 7834 9449

5.4 Boat

Travelling by boat or ferry is another popular method of travel. There are many companies in the UK and further a field that offer ferry travel across world or just between small Western Isles. This section concentrates on the facilities and services offered by ferry companies including P&O Ferries and P&O Irish Sea, Northlink Ferries, Caledonian MacBrayne and StenaLine.

Ferry companies are generally happy to make special assistance available to travellers with disabilities. If you are disabled, carry a blue badge or are a member of a Disabled Drivers Organisation then you may even be entitled to some discounts from some companies.

Ferries which carry cars will normally allow you to board the ferry first and will have special reserved places for people with wheelchairs to allow them extra room to transfer from the car to the wheelchair. The spaces are also normally next to or quite near to lifts so it is easier to get onto the passenger deck. Do advise the company of these requirements when you book your tickets.

P&O Irish Sea travels between the UK and Ireland, mainly sailing between Larne (Ireland) and Troon (Ayrshire) or Cairnryan (Dumfries). They also sail between Dublin and Liverpool. There are many facilities on board to ensure that all passengers have an enjoyable trip. The newest ships have wheelchair accessible toilets and cabins and also interconnecting lifts between lounges, bars and shops.

The **Northlink Ferry** Timetable makes travelling to Orkney and Shetland much easier. Passengers can travel from Scrabster (Thurso) to Stromness (Orkney), Aberdeen to Lerwick (Shetland) or Aberdeen to Lerwick via Kirkwall (Orkney). Some journeys are overnight and on these routes each ship has four cabins designed for disabled passengers. Two of the cabins allow easy access around the cabin while the other two are fitted with lifting equipment and hoists. All of the disabled cabins have electronically operated doors without door sills.

Caledonian MacBrayne Ferries (CalMac) sails to 21 islands on Scotland's West Coast including:

- Arran
- Barra
- Bute
- Coll
- Colosay
- Cowal
- Cumbrae
- Gigna
- Harris
- Iona
- Islay
- Kintyre
- Lewis
- Lismore
- Mull
- Raasay
- Rathlin Island
- Skye

Passengers should advise staff at the time of booking of any special requirements. Some vessels have facilities for disabled passengers such as lifts. Do check timetables and any notes at the bottom to ensure that the vessel running your journey has the correct facilities. This can also be advised by calling the CalMac Travel Helpline.

Customers who require the use of wheelchairs at terminals or on ships are asked to contact the departure port before travelling. Wheelchairs numbers are limited demand may be high, so if you have your own, please take it with you.

Stena Line is an international transport and travel service company and one of the worlds largest ferry operators. Stena Line operates a number of services in Ireland, England, Holland and Scandinavia including:

- Larne to Fleetwood
 - Belfast to Stranraer
 - Holyhead to Dun Laoghaire
 - Holyhead to Dublin Port
 - Fishguard to Rosslare
 - Harwich to Hook of Holland
 - Gdynia to Karlskrona
- (all of these services are reversible)

Stena Line make special arrangements for anyone who needs help at the terminals or onboard the ships, except for the ferries that run the Larne to Fleetwood route which are unsuitable for passengers with disabilities or infirmities.

www.poferries.com	08705 980 333
www.poirishsea.com	
www.northlinkferries.co.uk	0845 6000 449
www.calmac.co.uk	01475-650100
www.stenaline.com	08705 707 070

5.5 Car and Taxi

United Kingdom

It would be a good idea to investigate parking regulations before travelling, as each country in the UK can have different rules and charges for things such as Blue Badge parking.

For many disabled people, taxis and private hire vehicles can be their only ways of getting around. There are currently no agreed accessibility standards for these vehicles, but the government is working on introducing them. In London all "black cabs" are already wheelchair accessible. In other areas of the UK when you pre-book your taxi you can advise the company that you require one that will either carry you in your wheelchair, or one that can carry your wheelchair in the boot so you can transfer to the seat in the taxi. Under the Disability Discrimination Act, licensed taxis and minicabs are required to carry guide dogs, hearing dogs and assistance dogs accompanying people with a disability, free of charge.

Note: Mobility Allowance is now called the Mobility Component of Disability Living Allowance. It is paid to people who have difficulty getting around outside. There are two different rates and they are paid for very different reasons.

Scotland

Aberdeen City Council offers Concessionary Taxi Travel for Disabled and Mobility Impaired Residents of Aberdeen City and the Shire.

The TaxiCard offers:

- reduced fare taxi travel to those who cannot use conventional bus services because of severe disability or infirmity.
- 104 single journeys over a 6month period within the City and Shire Council Areas.
- a discount is dependent on how much the fare is.
 - ◆ If the journey costs up to £3.00 then the passenger will only pay £1.00.
 - ◆ Between £3.01 and £6.00 the passenger will only pay £2.00.
 - ◆ For journeys between £6.01 and £9.00 the passenger will pay £3.00.
 - ◆ Journeys from £9.01 to £12.00 the passenger will pay £4.00 and between £12.01 and £15.00 the passenger will pay £5.00.
 - ◆ For fares that are over £15.00 the Council would pay £10.00 and the cardholder would have to pay the remainder.

Obtaining a TaxiCard does not cost anything, but they must be renewed annually. The TaxiCard holder can have up to three companions with them, at an extra charge of 50p per person. You can apply for a TaxiCard by writing to the Public Transport Unit at St Nicholas House in Aberdeen or by visiting them and filling in a form.

You are eligible for a TaxiCard if you are resident in the Aberdeen area for at least 32 weeks every year and fall into any of these categories:

- You are eligible for Higher Mobility rate Disability Living Allowance.
- You receive War Pensioners Mobility Supplement.
- You are registered blind.
- You are in receipt of Lower Mobility rate Disability Allowance, or are over 65years of age and you have a severe and permanent disability which prevents you from using conventional bus services.
- You are precluded from Higher Mobility rate Disability Living Allowance because you are permanently in long stay hospital/residential accommodation.

Taxi company ComCab is a national company, operating across Scotland and England and also offers specialised taxi services for passengers with disabilities. ComCab accept Disabled Persons' Taxicard and the majority of their vehicles have ramps for wheelchair access.

Ireland

In Northern Ireland there are two taxi hire services, one which is public and one which is private.

The public hire (black) taxis display a yellow plate which is issued by the Department of the Environment and operate from designated taxi ranks. These taxis must be wheelchair accessible and will accept any kind of assistance dog. There is, however, no regulations for private hire taxis. In Ireland free taxi travel is provided for people with disabilities when they are travelling to and from hospital and doctors appointments. This service is paid for by the NHS. There are however no concessions available on normal, everyday taxi travel for people with disabilities.

England

In England there is a token scheme which taxi and car hire firms can register to so that they can participate in the Token Scheme and accept tokens from registered disabled users. People with disabilities can apply to the local council to see if they are eligible for the scheme. The scheme gives the disabled person £25.00 of travel tokens to use in taxis which are valid for one year.

Wales

The Pilot Taxi Card Scheme is funded by the Welsh Assembly Government's "Concessionary Fare Initiative Fund". The scheme aims to provide subsidized taxi travel for people who are unable to use public transport. For example, people who are entitled to a free bus pass but cannot use the bus. Each member of the scheme will receive £20.00 in Taxi Tokens per month and they can be used to pay the full fare or just part of the fare.

Europe

While travelling abroad you may take your car with you or hire a car from your tour operator. If you do then you should know that the Blue Badge that you display in your car over here in the UK is accepted in European countries (as listed in section 1). However as the meaning of the Blue Badge is different in different countries, your tour operator should have information and advice in regards to driving in the country you are travelling to.

Taxi travel in foreign countries is difficult for the majority of us as there are often language barriers which are difficult to overcome. Travel Companies Thomson's and Thomas Cook suggest you organise travel around your destination with hotel reception staff as they will have a good idea about which companies can provide suitable travel for disabled passengers.

5.6 Mobility Hire Companies

If you are going to enjoy your holiday then it is important that you can get around the area easily. Some organisations can hire out cars which are specially adapted, however there are other organisations which can hire out hand controls to fit to the vehicle you are driving to make it easier for you to get around.

Europcar

Europcar has over 250,000 vehicles at 2977 different locations over 170 countries in Europe, The Middle East, Africa, Indian Ocean, Central America, Mexico and the Caribbean. Adapted cars have with hand controls, suitable for customers who have a lower limb disability but still have full use of their upper body. In order to check availability and to establish specific requirements you can contact the Reservation Sales Centre on 0113 388 3323.

www.europcar.co.uk

0845 758 5375

The Motability Scheme

Adapting a car, or buying a car that has been adapted can be very expensive. The Motability Scheme gives disabled people the opportunity to either own or lease a car at an affordable price.

The Motability Scheme can help you with buying or leasing a car if you're getting War Pensioners' Mobility Supplement or the higher rate of the mobility component of the Disability Living Allowance (DLA). Even if you don't drive and have no desire to drive you can apply for a car as a passenger and propose two other people as drivers.

The Motability Contract Hire Scheme allows you to lease a new car supplied by Motability Accredited for at least 3 years. Comprehensive insurance, routine servicing and breakdown assistance are included, however you will have to pay for the fitting and removal of any adaptations. You can apply if you have 12 months or more of your DLA award remaining. If your award is not renewed during the full length of your chosen scheme, your car will need to be returned.

Motability's Hire Purchase Scheme allows you to buy the car you want, and you are responsible for negotiating the purchase price of the car with the dealer and arranging insurance cover. At the end of the hire purchase agreement you will own the car.

If money is a problem when financing the car or adaptations, Motability may be able to provide a grant through their own charitable fund - Specialised Vehicle Funds. Disabled people don't have to pay the VAT on the cost of hiring a car through the Motability Scheme.

www.direct.gov.uk/en/DisabledPeople/MotoringandTransport/AdaptingAVehicle

Lynx Hand Controls

Lynx Hand Controls Ltd was established in 1994 by Neil Gummery who had recognized the need for a convenient hand control which could be easily carried and installed by the user. Since the company was established in 1994 it has grown and developed and now it also provides repair services after accidents and hire car provision. Everything that you need to fit the controls is included but the controls are only suitable for those with a lower limb disability.

If a disabled driver is involved in a non-fault accident, Lynx can provide a hire car fitted with Lynx Controls at no cost which will be delivered between 24 and 48 hours. This service is chargeable to the negligent driver's insurance company and is available to anyone not at fault in a road accident.

This service also includes arranging your cars repair and recovery of any losses related to the accident including insurance excess, personal injury and solicitors fees.

The Lynx Control may be used with hire cars in the UK and abroad and you can use the Lynx Car Hire Service whether you already have Lynx Controls or not. Lynx can make all your hire car arrangements for you, finding the right car at the right price and can arrange collections of the car at the airport or for delivery to hotels or apartments.

www.lynxcontrols.com

01695 422 622

6.0 Travel Agents/Companies

Holidays can be booked either at your local travel agents or online but if you need special arrangements at all throughout the holiday then you must discuss this with the tour operator. This is to your benefit because if you pay for your holiday then find out that they cannot fulfil all of your requirements then it is unlikely that you will get a full refund.

6.1 Local Agents

For this part of the brochure I visited Thomas Cook in Aberdeen's Bon Accord Centre and also Thomson's in Aberdeen's St Nicholas Square.

Thomas Cook

"When I got to Thomas Cook I was greeted by a very friendly sales advisor who asked if there was anything she could help me with. I explained that I was looking for travel information for people with disabilities. The sales assistant was very pleasant and truthful and told me that there were no brochures specifying in holidays for people with disabilities. I was slightly concerned at first that a well-known travel agent such as this had no provisions for people with disabilities however the assistant went onto explain the booking process for people with disabilities.

She explained that the best thing to do is to go into a Thomas Cook shop and pick up some brochures on areas that interest you most, then choose up to 5 different hotels or resorts and come back into the shop to make a booking. On returning, the sales assistant will be able to call through to their Disabled Travellers Helpline allowing them to gain direct information on the resort, including the number of steps at the entrance, door widths, sizes of bathrooms and whether or not they have grab rails and access to facilities such as bars, restaurants and pools, transport from the airport to the hotel and also transport and excursions throughout the duration of your stay.

Once the sales assistant has compiled this information they will then help make a more informed choice about your destination. The sales assistant can also inform airlines and hotel staff of any disabilities and arrival times so that arrangements can be made to help with check-in etc. They can also arrange for transport for you to the hotel and help to get you checked in and settled in your room". Calaidh Paterson (CP), February 2007.

This service that is provided by Thomas Cook has no additional charges and the staff seem very happy to help.

www.thomascook.com

0845 308 9103

Thomson Holidays

"I also visited Thomson Holidays in Aberdeen. There was general lack of brochures and I couldn't see any that were specific in the subject of travel for people with disabilities. When I asked the sales assistant she informed me that they did not produce a book on travel for the disabled as there are companies which specialise in disabled travel. When I asked if they could recommend any hotels in any areas of Spain or if they were able to request information on certain hotels and resorts in regards to wheelchair access and mobility supports she told me that that would be something I would have to enquire about myself. Just as I was away to make my way out of the shop the assistant did say that there were a number of companies she could recommend that deal specifically in travel and holidays for people with disabilities. She recommended that I contact; Can Be Done, Access Travel, Disabled Holidays Directory and Disabled Destination Abroad". CP, February 2007

www.thomson.co.uk

01224 625800

6.2 National Agents

Visit Scotland If you are planning a holiday in Scotland and have a mobility impairment, then there are three main ways to choose accommodation and activities that are suitable to your needs:

- **the free Accessible Scotland brochure** lists almost 1,000 accessible accommodation establishments and visitor attractions. You can order a copy **online** or obtain one by calling 0845 22 55 121.
- **Call the National Booking Hotline on 0845 22 55 121** to let VisitScotland.com advisors not only help find the right place but also book it for you
- You will also shortly be able to use our **online accommodation and attraction search facility** to find suitable properties that can accommodate your requirements. This facility will be available from February 2007.

www.visitscotland.com/library/accessiblescotland **0845 2255121**

Enjoy England. - The official website for tourism in England. Provides information on accessible accommodation as well as holidays for the disabled traveller. There are useful links if you have particular mobility, visual or hearing needs, look out for their National Accessible Scheme. Holiday Care holds a database of over 1,000 hotels, self-catering properties, bed and breakfast establishments and farms, which have been inspected and assigned an access category. Their comprehensive database covers cinemas, galleries, museums, tourist attractions, theatres and other venues. The National Trust Magazine is available free on tape, as are several regional newsletters.

<http://www.enjoyengland.com/stay/accessible-accommodation/index.aspx>

Visit Wales - provides an informative website with various pages of holiday details but no obvious accessibility guidelines. Brochures can be sent for.



www.visitwales.co.uk

0 8701 211251

Discover Ireland ~Disabled Travellers

Many public places and visitor attractions are now accessible to wheelchair users. Also an increasing number of restaurants and pubs, hotels and guesthouses are fully equipped to accommodate disabled guests. The National Rehabilitation Board has a county-by-county fact sheet and copies of this can be obtained by writing to:

The National Rehabilitation Centre
Access Dept
25 Clyde Road,
Dublin 4
Tel. + 353 1 608 0400
email: nrb@iol.ie

<http://www.discoverireland.com/gb/ireland-plan-your-visit/facts/disabled-travellers/>

6.3 Internet

There are a number of internet sites where you can book your holidays, however for a disabled traveller it is very difficult to book a holiday on the internet. When you have a disability you want this to be provided for when you arrive at your destination, you want assistance to be available when you need it, getting onto the plane for example, hassle free airport to hotel transfers with wheelchair accessible vehicles and accessible rooms with any additional facilities should you need them.

Not all of this information is available online and so online travel agents ask you to call them so they can assess your needs and make a decision on whether or not they are able to provide the facilities and assistance you need.

The majority of organisations still offer the same discounts to disabled customers, even when you are booking over the phone, so that you get the same deals as online booking customers.

www.thefirstresort.com

0800 027 3882

www.directholidays.com

0871 664 7985

www.flyglobespan.com

0131 466 7609

7.0 Funding and Grants

Having a holiday or getting a way for a short break may seem difficult if you're on a tight budget but you might be able to get some help from Social Services or Voluntary Organisations. Social Services Departments have a duty under the "Chronically Sick and Disabled Persons Act" to help to pay for a holiday if they assess you as needing one. The help you receive is different depending on the area you live in and may be limited by tight budgets but you should ask your social worker or care worker for any information.

7.1 Local Councils & Social Work Departments

Local Councils and Social Work Departments may be able to help fund a holiday but only if they feel it is necessary to your wellbeing. You would have to be assessed as being in need of a holiday and it would have to be argued that the holiday would be advantageous to your health. If you are assessed as needing of a holiday, the cost can be funded through the Care Management Budget. The Care Management Budget may be able to fund the cost of taking your carer, partner, family member or friend with you depending on the level of care you require.

7.2 Voluntary Organisations and Charities

Vitalise (The Winged Fellowship Trust)

Vitalise is a charity which provides breaks for disabled adults, children and carers at 5 accessible centres in the UK. Vitalise aims to enable disabled and visually impaired people to exercise choice, provide vital breaks for carers and inspirational opportunities for guests and volunteers.

Each Centre offers 24-hour care-on-call and personal support from staff and volunteers, as well as pre-arranged trips and activities and on-site entertainment. There is something going on every day at the Centres and guests can choose to join in the outings and entertainment, or simply use the Centre as a base to relax or to explore the local area as they wish. All the Centres are open over Easter, Christmas and the New Year, with the appropriate celebrations laid on.

Vitalise subsidises the cost of a break with money that they have raised and grants that they are awarded. The cost after subsidisation per person per week can range from £500 to £750, depending on which centre you are visiting, which room type you have and the level of care that you need.

www.vitalise.org.uk

0845 345 1970

The Multiple Sclerosis Society

The Multiple Sclerosis Society was founded in 1953 and is the UK's largest charity for people affected by Multiple Sclerosis (MS). The Society funds research, runs respite care centres, provides grants, education and training on MS.

If you are suffering from MS then this is a really good network to get in touch with as the organization is run by sufferers of MS and you can ask questions and get advice on almost anything.

The MS Society can provide grants to MS sufferers through its local branches. There are 39 branches of the Society across Scotland and there is one in Mastrick in Aberdeen while the next nearest branches are based in Ellon and Inverurie.

The grants that the Society can give cover funding for items which you may need because of your disability but cannot get statutory help for, adaptations to your home or car and can also provide funding for respite care and short breaks away from home. All you need to do is contact your nearest branch and they will send you out a form to complete which you then send back to them and they give you their decision.

[www.mssociety.org.uk/support and services/grants ms lifeline](http://www.mssociety.org.uk/support_and_services/grants_ms_lifeline)
0131 335 4050

Trefoil House Holiday Grant Fund

The Holiday Grand Fund provides grants for people with special needs or disabilities which allows them to have a holiday where a need exists that cannot be provided by the NHS or Local Authorities.

Trefoil House, through its charitable activities, aims to provide grant holiday funding support - without discrimination - to any permanent resident of the UK, as long as it can be proved that they meet the Funding Criteria. The maximum limit per applicant is £500 over a 12 month period so, you can apply as many times a year as you like but you will never be awarded more that £500 every year.

To be eligible for a grant you must meet Trefoils Criteria:

- Applications must be made on the correct form.
- Applications must be made for each benefiting individual. Group or family applications will be rejected.
- Applications may be made on behalf of the applicant by family members, people with power of attorney, carers or support workers if the applicant is unable to do so.
- Applicants' disability or condition must be stated fully.
- Details of the applicants special needs or support that affect the holiday, with estimated costs must accompany the application.

- The applicant must give copies of booking forms and invoices from travel agents. They must show financial commitment to the holiday and must be presented before the holiday is taken.
- Sources of funding from other organisations must be shown.
- Applications must be made at least 10 weeks in advance of taking the holiday.

Each applications requires references from 2 independent and professionally qualified people, with direct knowledge of the applicant, and knowledge of their condition and special needs.

www.trefoil.org.uk

0131 339 3148

VSA

VSA, formerly known as Voluntary Service Aberdeen, is the city's major social care charity. VSA has grown since 1870 from charities that operated with Voluntary Service Aberdeen, combining them to provide even better care and better value for the local community today.

VSA helps thousands of individuals and families, young and old every year, providing the best care and support while helping people to build self confidence.

The VSA Holiday Fund can help provide a short holiday for families and older people who are coping with a disability or illness - or just the everyday stress of trying to make ends meet on a low income. Grants are given so that individuals and families can purchase a holiday of their own choice.

www.vsa.org.uk/holiday-fund.html

01224 212021

Independent Living Funds (ILFS)

Although the ILF do not specifically give out money for holidays it is stated that you can use your award to pay for care when you are on holiday. If you still need to pay for a personal assistant to provide care for you whilst on holiday then you can use your award for this. You may take your usual personal assistant with you however you must meet the cost of their travel, accommodation and other expenses yourself. The fund can only pay their normal wages for providing personal/domestic care to you.

ILFS were set up as a national resource dedicated to the financial support of disabled people to enable them to choose to live in the community rather than residential care. There were two Independent Living Funds set up and they are both controlled and financed by UK Central Government. The Independent Living Fund (1993+) is open to applications from severely disabled people who meet its eligibility criteria and are permanent residents of the UK.

Awards are in the form of regular four-weekly payments to individuals which are used to buy personal care in the community. Recipients may use care agencies or employ personal assistants but they cannot employ relatives who live in the same house.

To be eligible for the award you must fit the criteria of the ILF. You must:

- Receive at least £200 per week, of services or direct payments from your Social Services Department.
- Be at least 16 but under 66 years old.
- Receive the highest rate care component of the Disability Living Allowance.
- Expect to live in the community for the next 6 months.
- Have capital of less than £18,500 (excluding property you live in)

The fund can pay up to a maximum of £455 per week on top of Social Services input and you do not have to receive Income Support to qualify for an award but your income and that of your partner (excluding earned income) will be considered in assessment.

www.ilf.org.uk

0845 601 8815

Capability Scotland

Capability Scotland is one of the leading Scottish Disability Organisations and has over 60 years of experience in providing services to disabled people of all ages in Scotland. The organisation was launched in 1946 by a group of committed parents and professionals. The first service was Westerlea School for children with Cerebral Palsy and opened in December of that year.

The original purpose of the organisation was to support people with Cerebral Palsy however they have developed to support children, young people and adults with a range of disabilities. They also now provide a wide range of services including community living, day and residential services, employment, respite/short breaks, therapy, education and learning, family support and activities.

Capability Scotland is leading the way in respite care by providing enjoyable breaks in secure environments. Families can relax knowing that they are providing a break that best suits the families needs.

www.capability-scotland.org.uk

0131 313 5510

8.0 Helpful Organisations

The following organisations give advice and information relating to holidays for people with disabilities.

8.1 Direct Gov

Direct Gov is a website that has a specific section purely for people with disabilities and their families. It gives advice on a number of topics including work and employment, benefits, education, transport, rights and obligations,

health and support, housing and living and travel, holidays and breaks. Travel, Holidays and Breaks is divided into three topics (Getting There, Planning a Trip - UK and Overseas and also Travel and Holidays in the UK) which are then divided further into smaller sections so that it is easier to find what you are looking for.

The "Getting There" topic includes information on:

- Airport and Airline Services
- Air Travel for the Blind and Visually Impaired
- Air Travel for the Deaf and Hearing Impaired
- Air Travel for the Physically Disabled
- What to Expect in an Airport Security Check
- Overseas Travel by Train and Ferry

The "Planning a Trip" section includes information on:

- Planning to Go Away
- Getting a Passport
- Equipment, Adaptations and Services while away
- Health Abroad
- Travel Insurance for Disabled People
- Benefits while on Holiday
- Taking Medications Abroad
- Going with a Carer or Companion

The "Travel and Holidays in the UK" topic includes information on:

- Holidays in the UK for Disabled People
- The National Accessible Scheme
- Booking and Accommodation

All of this information can be found on the Direct Gov website.

www.direct.gov.uk/en/disabledpeople

8.2 UPDATE Scotland

UPDATE is Scotland's National Disability Information Service. They provide a wide range of information to organisations, individuals and agencies with an interest in disability. They aim to improve the quality of life for disabled people in Scotland by providing accurate, up to date and relevant disability related information.

- ◆ public telephone helpline freely available to everyone
- ◆ provides information about accessible holidays and accommodation in Scotland.
- ◆ produce and sell 2 CDs which give information on holidays abroad and in Scotland.

The CDs cost £9.50 each including postage and packaging and order forms can be downloaded from the website (see end of section for details).

www.update.org.uk

0131 558 5200

8.3 Holiday Care

Holiday Care is a national charity which is based in Croyden in South London. It has been established for 22 years and is supported by the UK's National Tourist Boards, the travel industry and a number of well known organisations, trusts and voluntary sector organisations.

Holiday Care believes that everyone needs the opportunity and chance to get away at least once a year with family or friends and so they aim to give disabled and older people the chance to do that. They do not provide funding for holidays but they can give information and advice on organisations who organise and can help fund holidays. They provide information on transport, accommodation, visitor attractions, activity holidays and respite care establishments, both in the UK and overseas, which enable people with all kinds of disabilities to holiday, where possible, in a mainstream environment.

The Information Unit has researched and produced nearly 120 different information packs with holiday and accommodation information and suggestions for people with a variety of special needs including:

- Accessible Hotels and B&Bs
- Self-Catering and Farm Accommodation
- Holiday Centres
- Visitor Attractions and Activity Holidays
- Holidays for People with Disabled Children

The majority of the accommodation has been formally inspected for access by the tourist boards or Holiday Care under the National Accessible Scheme.

The Information Unit also has information on accessible venues in over 12 overseas countries including USA, Spain, Italy, Greece and France.

The Information Unit produces a number of guides, which you can buy online. Depending on the guide they are priced between £2.50 and £9.00 and cover a number of topics including:

- Holidays for people with Mental Health Needs
- Holidays for people with a Learning Disability
- Holidays for people with Visual Impairment
- Holidays for people with Hearing Impairment
- Holiday Centres and Caravan Parks
- Equipment Hire
- Transport
- Special Services
- Financial Help
- Respite Care
- Transport, Visitor Attractions and Accommodation (Specified Areas)

8.4 DIAL UK

DIAL UK is a national organisation for a network of approximately 130 local Disability and Information Advice Line Services which is run by and for disabled people.

DIAL information and advice services are based throughout the UK with 115 centres across the country. Although there are no centres local to the Aberdeen area the organisation is contactable by phone and email. The nearest centres to Aberdeen are in South Lanarkshire and Glasgow.

DIAL provide information and advice on topics including:

- Welfare Benefits
- Community Care
- Equipment
- Independent Living
- Mobility and Transport
- Discrimination
- Holiday

DIAL has a number of factsheets and there are a number which are specific to holidays for disabled people. The factsheets can either be viewed online or you can request for them to be sent out to you in the post. The factsheets give information on funding for holidays, organisations that can arrange holidays, organisations that can provide carers for holidays and information on travel agents, visas and insurance.

www.dialuk.info

01302 310123

9.0 Contact Details

Ability Net Scotland

P.O. Box 28423
South Queensferry
Edinburgh
0131 331 6381
www.abilitynet.org.uk
enquiries@cravenpublishing.co.uk

Able Magazine

15-39 Durham Street
Kinning Park
Glasgow
0141 419 0040
www.ablemagazine.co.uk

AllClear Travel Insurance

6th Floor
Regents House
Huberts Road
Brentwood
Essex
www.allcleartravel.co.uk
info@allcleartravel.co.uk
0845 010 0071

Accessible Italian Holiday

www.accessibleitalianholiday.com

Assistance Travel Service Ltd

1 Tank Lane
Purfleet
Essex
www.assistedholidays.com
aatstravel.aol.com
01708 863198

Badaguish Centre

Aviemore
Inverness-shire
www.badaguish.org
info@badaguish.org
01479 861285

Caledonian MacBrayne Ferries Ltd

Head Office
Calmac Ferries Ltd
Ferry Terminal
Gourock
www.calmac.co.uk
01475 650100

Capability Scotland

Advice Service Capability Scotland
11 Ellersly Road
Edinburgh
www.capability-scotland.org.uk
ascs@capability-scotland.org.uk
0131 313 5510

Cruising Holiday

Holgate House
Boston
Lincolnshire
www.cruisingholiday.co.uk
online email enquiry form
0844 484 2770

Dial UK

St Catherine's
Tickhill Road
Doncaster
South Yorkshire
www.dialuk.info
01302 310123

BAA Limited

Head Office
Belgrave House
London
www.baa.co.uk
020 7834 9449

Britain Express

www.britainexpress.com

Calvert Trust

Little Crossthwaite
Keswick
Cumbria
www.calvert-trust.org.uk
01768 772255

Choose Spain

47 Gwealhellis Warren
Helston
Cornwall
www.choosespain.com
enquiries@choosespain.com
01326 562959

Cyprus

www.villasrentcyprus.co.uk

Direct Gov

www.directgov.uk/en/disabledpeople

Direct Holidays

Holiday House
Sandbrook Park
Rochdale
www.directholidays.com
0871 664 7985

Disabled Destination Abroad

www.disableddestinationabroad.com
info@disableddestinationabroad.com
01773 824709

Enjoy England

020 8846 9000
<http://www.enjoyengland.com/stay/accessible-accommodation/index.aspx>

Evas Tourist Apartments

P.O. Box 66258
Polis 8831
Cyprus
www.evasapartments.nl
chrisneo@cytanet.com.cy

First ScotRail

Customer Relations
P.O. Box 7030
Fort William
www.firstgroup.com/scotrail
scotrailcustomer.relations@firstgroup.org
0845 601 5929

Fit For Travel

www.fitfortravel.scot.nhs.uk/General/Disabled.html

Free Spirit

P.J Hayman & Company Ltd
Stansted House
Rowlands Castle
Hampshire
www.free-spirit.com
freesprit@pjhayman.com
0845 230 5000

Great North Eastern Railway

GNER Customer Relations
Customer Relations Manager
Freepost

Disability Rights Commission

www.drc-gb.org

Door To Door

www.dptac.gov.uk

Europcar

www.europcar.co.uk
0845 758 5375

Expedia

www.expedia.co.uk

Globespan

www.flyglobespan.com
0870 556 1522
0131 466 7606

Holiday Care

The Hawkins Suite
Enham Place
Enham Alamein

YO352
York
www.gner.co.uk
0845 722 5225

Holiday Watchdog

eStuff Ltd
Broadwater Barn
Part Lane
Risely
Reading
www.holidaywatchdog.com

Independent Living Funds

P.O. Box 7525
Nottingham
www.ilf.org.uk
funds@if.org.uk
0845 601 8815

John Grooms

50 Scrutton Street
London
www.johngrooms.co.uk
0207 452 2000

Mediquote

www.mediquote.co.uk

MS Society

National Office
Ratho Park
88 Glasgow Park
Ratho Station
Newbridge
www.mssociety.org.uk
0131 335 4050

Andover
www.holidaycare.org.uk
0845 124 9971

Holidays Uncovered

www.holidays-uncovered.com

J&M Insurance Services

Peregrine House
Bakers Lane
Epping
Essex
www.jmi.co.uk
0845 338 1638

Lynx Hand Controls

80 Church Lane
Aughton
Nr Ormskirk
Lancashire
www.lynxhandcontrols.com
info@lynxcontrols.com
01695 422622

MSN Weather

<http://weather.msn.com>

National Express Limited

Ensign Court
4 Vicarage Road
Edgbaston
Birmingham
www.nationalexpress.com
0121 423 8479

New Zealand Tours

1610 State Highway 30
RD4 Rotorua
New Zealand
www.toursnz.com
0064 7362 7622

O'Carrolllyns

5 Koala Place
One Mile Beach
New South Wales 2316
Australia
www.ocarrolllyns.com.au

Stena Line Limited

Stena House
Station Approach
Holyhead
Anglesey
www.stenaline.com
info.uk@stenaline.com
0870 570 7070

Terra Maris Hotel

www.maris.gr/terra
terra@maris.gr

Thomas Cook

28 Bon Accord Centre
George Street
Aberdeen
www.thomascook.co.uk
0870 308 9103

Trefoil House

Gogarbank
Edinburgh
www.trefoil.org.uk
info@trefoil.org.uk
0131 317 7271

Northlink Ferries

Kiln Corner
Ayre Road
Kirkwall
Orkney
www.northlinkferries.co.uk
info@northlinkferries.co.uk
0845 6000 449

P&O Ferries

P&O Ferries Limited
Channel House
Channel View Road
Dover
www.poferries.com
www.poirishsea.com
0870 598 0333

Rethink Insurance

Head Office
5th Floor
Royal London House
22-25 Finsbury Square
London
www.rethink.org.uk
0845 456 0455

The First Resort

Balmoral House
Hollins Brook Way
Bury
www.thefirstresort.com

Thomson Holidays

3/5 St Nicholas Street
Aberdeen
www.thomson.co.uk
01224 628 500

Trip Advisor

464 Hillside Avenue
Suite 304
Needham
www.tripadvisor.com

UPDATE

27 Beaverhall Road
Edinburgh
www.update.org.uk
info@upsate.org.uk
0131 558 5200

Virgin Trains

www.virgintrains.co.uk

Visit Scotland

www.visitscotland/library/accessible-scotland

0845 2255121

Visit Ireland

<http://www.discoverireland.com/gb/ireland-plan-your-visit/facts/disabled-travellers/>

Visit Wales

www.visitwales.co.uk
0870 830 0306

Vitalise

London Office
12 City Forum
250 City Road
London
www.vitalise.org.uk
info@vitalise.org.uk
0845 345 1970

VSA

38 Castle Street
Aberdeen
www.vsa.org.uk
01224 212021

Westin Hotel (Ottawa)

11 Colonel Drive
Ottawa
Ontario
www.westin.com/ottawa