

CHECKLIST FOR DISABLED AND LESS MOBILE PASSENGERS

We want everyone to enjoy completely successful travel arrangements. If you have a disability or a medical condition requiring special travel, accommodation or dietary arrangements, we strongly recommend that you complete this checklist at the time you make your booking. If you have any specific needs for equipment or medication, you can use the checklist for this information, too. It can be completed by you, your travel organiser or your travel agent. The questions aren't meant to be intrusive. The information you provide will be treated confidentially and will be used only to check that the transport, accommodation and facilities in the destination are right for you. It all helps to ensure you receive a quality service tailored to your particular needs.

To help you plan and prepare for your trip have a look at the information on our website, at www.abta.com/consumer-services/accessible_travel.

Air Travel

If you're travelling by air you'll need to provide information about your needs to the airline you'll be using, at least 48 hours before you travel. If you don't, then you risk not getting the help you need, and may even be unable to board the plane. You'll see an arrow like this ➤ in the checklist to highlight the kind of information that airports and airlines need. Your travel agent or tour operator will send your information to the airline and on to the airports you'll be using.

- Please tick the Yes or No options on the following pages.
- Remember to look for the arrows ➤ for the information you should provide at least 48 hours in advance.



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A YOUR TRAVEL DETAILS

Some of the information below will be on your travel documentation or you can ask your travel agent or tour operator for the information

Lead name (this is the name of the person making the booking)

Your name (if different from the name above)

Your phone number

Your email address

Name of your tour operator

Holiday/travel booking reference

Your departure date

Outbound flight number

Your return date

Return flight number

Name of your travel agent

B GENERAL INFORMATION ABOUT YOU

How would you describe your disability?

If you feel it may be helpful, please give us a name or, if relevant, the medical term for your disability.

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C GETTING AROUND

> 1. Can you walk more than 500 metres without assistance? Yes No

For example, although you may not need assistance all the time, some distances at the airport terminal can be long – between, say, the airline check-in desk and the departure gate – or you may need more time than most to get from one place to another.

If No, please give details

> 2. Can you walk or travel on your own in an unfamiliar place without assistance? Yes No

For example, you may be blind or partially sighted, or become confused when in unfamiliar places such as airports.

> 3. Do you use or need a wheelchair when travelling? Yes No

If No, please go to question 5.

If Yes, will you be taking your own wheelchair? Yes No

If No, please go to question 4.

3(a) Is it battery powered? Yes No

If the airline doesn't ask for this information you should tell them anyway. They need to know the type of battery that's fitted to the wheelchair to ensure the safety of the flight. You should remove the control box from the wheelchair and carry it in your hand luggage to avoid any risk of it being lost or damaged.

3(b) If Yes, is it:

i) Dry Cell Yes No

ii) Wet Cell Yes No

3(c) Does it fold up? Yes No

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3(d) If Yes, what are the dimensions and weight of your wheelchair?

Open: width in/cm height in/cm depth in/cm

Folded: width in/cm height in/cm depth in/cm

Weight:

> 4. Do you need to borrow a wheelchair to and from the aircraft? Yes No

Please ask your travel company for details about how they can ensure this is ready for you at the airport.

> 5. Can you walk up and down the aircraft steps without assistance? Yes No

Please be aware, these steps can be steep with narrow treads.

> 6. Do you require a wheelchair to visit the WC on board the aircraft? Yes No

There are a number of activities that cabin crew can't assist you with. So, if you're unable to do these on your own, you may be required to travel with a companion who can help you – see question E2.

7. If there's a transfer coach from the airport to the hotel provided as part of your travel arrangements, can you board and leave a standard coach without additional assistance other than from any companion you may be travelling with? Yes No

Some buses and coaches may have steep steps.

8. If there's no coach transfer provided as part of your arrangements, do you need a taxi transfer from the airport to your accommodation and return? Yes No

There may be a charge for this. Please ask your travel company for details.

D GETTING ACCESS TO INFORMATION

Would it be difficult for you to see or hear or understand important information – for example, flight departure information or information about what to do in an emergency? Yes No

For example, some routine flight departure information may not be announced over loudspeakers and may only appear on a television screen; and on some planes the in-flight safety card or demonstration may not be accompanied by a full spoken explanation.

If Yes, in what alternative format would you prefer to receive printed or visual information?

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E TRAVELLING ON AN AIRCRAFT, COACH, FERRY, OR CRUISE SHIP

> 1. Are you travelling with someone who'll provide all the assistance you need in getting around, and in and out of buildings, aircraft, coaches etc? Yes No

> 2. On an aircraft can you do the following without assistance:

If you're travelling with people who can and will provide the assistance you need there may be no need to notify anybody, but it's important to bear in mind that if you need assistance in doing any of the following, the airline will insist on you travelling with a companion who can provide this assistance for you.

Breathe without supplementary oxygen Yes No

Feed yourself Yes No

Use the toilet facilities Yes No

Lift yourself in and out of your seat Yes No

Administer your own medication Yes No

Escape from the aircraft in an emergency Yes No

If the answer is *No* to any of these, will you be travelling with someone who can help you in those situations? Yes No

> 3. Is it best for you to sit near to the WC? Yes No

> 4. Is it best for you to have an aisle seat? Yes No

Airlines must make all reasonable efforts to arrange seating to meet your needs because of your disability on request and subject to safety requirements and availability.

If Yes, please provide details.

5. Will you be taking medication with you? Yes No

Gels, liquids and medication requiring needles to administer may be subject to additional security restrictions, particularly at airports. If you need to have these with you on board you may need to carry authorisation from your doctor.

If Yes, please provide details.

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> 6. Are you taking any medical or other equipment to assist you? Yes No

If Yes, please provide details.

> 7. Are you asthmatic or do you have other breathing difficulties? Yes No

If Yes, please provide details.

> 8. Are you likely to require supplementary oxygen? Yes No

There may be a charge for supplementary oxygen. Please ask your travel company.

> 9. Are you travelling with any kind of assistance dog? Yes No

You must make sure that the dog has been microchipped, processed and immunised against rabies in accordance with the Pet Passport Scheme – check with the Guide Dogs for the Blind Association, telephone: 01189 835 555. A guide is available for download at www.gdba.org.uk.

F ACCOMMODATION

1. Can you walk up and down stairs unaided? Yes No

Please indicate which of the following best applies to you:

a) all or most of the time b) some of the time c) occasionally

2. How many steps can you cope with unaided?

3. Would you prefer a ground floor room? Yes No

For example, if the property has no lift you may not be able to cope with a room on an upper floor.

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4. Would you prefer a room near the lift?Yes No

5. What special facilities do you require in your room?

- | | | |
|---|--|---|
| <input type="checkbox"/> Grab rails | <input type="checkbox"/> TV with Teletext | <input type="checkbox"/> Accessible telephone |
| <input type="checkbox"/> Vibrating pads for alarm/alarm clock | <input type="checkbox"/> Fridge for medication | <input type="checkbox"/> Level entry shower |
| <input type="checkbox"/> Adjustable bed height | <input type="checkbox"/> Washbasin with lever taps | |

Other [please specify]

G MEALS

Do you have a special dietary requirement for medical reasons?Yes No

If Yes, please give details.

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IMPORTANT CUSTOMER INFORMATION

This information will be passed on to your travel suppliers, who will do their best to meet your needs. However it's very important to remember that:

- Meeting your needs can't always be guaranteed. For example, planes, coaches and other elements of your travel may need to be substituted without prior notification due to unforeseen circumstances (e.g. breakdown, cancellation or non-availability of accommodation).
- Safety and security restrictions mean you may be limited in what you can take on board the plane with you.
- To ensure you get the right services the airport and airline must be told of your needs for assistance at least 48 hours before you board. Travel agents, tour operators and airlines themselves must have the systems in place to collect this important information and to pass it on.

Make sure your travel insurance policy adequately covers any pre-existing medical conditions and any expensive equipment you may be taking. Mobility and other equipment will be classified as baggage and is subject to legal limits on compensation you can claim in the event of damage or loss. This may not, however, be adequate to replace missing items, so insurance cover for your important and valuable equipment is crucial, as is the need to plan in case things are lost or delayed. It's important to read the ABTA and Foreign & Commonwealth Office information at www.abta.com/consumer-services/accessible_travel. Guidance for disabled and less mobile passengers has also been produced by the Department for Transport to accompany the DfT Air Access Code. You can find both at www.dft.gov.uk.

Any change in your requirements may affect the suitability of the travel arrangements you've made. It's important to let your travel agent or tour operator know of any changes immediately.

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I confirm that the information given on this form is correct and understand that there's no guarantee that all these needs will be met. I also understand that this information will be passed on to those people responsible for supplying all the arrangements for my travel, but that it won't be communicated to any party which isn't responsible for the supply of any of my travel arrangements.

Customer signature **Date**

If you're answering the above questions on behalf of a disabled person, please sign below to confirm that this information is accurate and that you have the disabled person's permission to pass it on for the purpose of making travel arrangements.

Signature **Date**

I am over 18 years of age

Agency name:

Agency stamp:

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AIRLINE CATEGORIES FOR DISABLED PEOPLE REQUIRING ASSISTANCE

| | |
|-----------|--|
| MEDA | Passenger whose mobility is impaired due to clinical cases with medical pathology in progress, being authorised to travel by medical authorities. Such passenger usually has social coverage in relation to the illness or accident. |
| STCR | Passenger who can only be transported on a stretcher. Such passenger may or may not have social protection or specific insurance. |
| WCHR | Passenger who can walk up and down stairs and move about in an aircraft cabin, who requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal. |
| WCHS | Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal. |
| WCHC | Passenger who is completely immobile who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft or, if necessary, in a special seat fitted to his/her specific needs, the process being inverted at arrival. |
| BLND | Blind. |
| DEAF | Passenger who is deaf or a passenger who is deaf without speech. |
| DEAF/BLND | Passenger who is both deaf and blind, who can only move around with the help of an accompanying person. |
| DPNA | Disabled passenger with intellectual or developmental disability needing assistance. |