

We want everyone to enjoy completely successful travel arrangements. If you have a disability or a medical condition requiring special transport, accommodation or dietary arrangements, we strongly recommend that you complete this checklist at the time you make your booking and give it to your travel agent or tour operator, or ask your travel organiser to do so on your behalf.

If you have any specific needs for equipment or medication, you can use the checklist for this information, too. The questions aren't meant to be intrusive. The information you provide will be treated confidentially and will only be used 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/accessible-travel](http://www.abta.com/accessible-travel).

## Air and maritime travel

If you're travelling by plane or ship you should provide information about your needs at least 48 hours before you travel and preferably at time of booking, especially if you are planning on taking your own wheelchair or an assistance dog. Pre-notification is vital because without it you have no legal guarantee that you'll get the assistance you need on your journey.

You'll see an arrow like this > in the checklist to highlight the pre-notification info that airports, airlines, ship operators and maritime ports need. Your travel agent or tour operator will send your information to the appropriate people.

Please complete the details below, remember to tick the **YES** or **NO** options of the following pages where relevant. Remember to look for the **arrows >** for the information you should provide at least 48 hours in advance.

## 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.

|  |                      |
|--|----------------------|
| <b>Lead name (the name of the person making the booking)</b> | <input type="text"/> |
| <b>Your name (if different from the name above)</b>          | <input type="text"/> |
| <b>Your phone number</b>                                     | <input type="text"/> |
| <b>Your email address</b>                                    | <input type="text"/> |
| <b>Name of your travel agent</b>                             | <input type="text"/> |
| <b>Name of your tour operator</b>                            | <input type="text"/> |
| <b>Holiday/travel booking reference</b>                      | <input type="text"/> |
| <b>Your departure date</b>                                   | <input type="text"/> |

Ship name and details (if relevant)

Outbound flight number (if relevant)

Your return date

Return flight number (if relevant)

## 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.*

## C: GETTING AROUND

**>1. Can you walk more than 500 metres without assistance?**

**Yes / No**

*For example, you may not need assistance all the time but some distances on board ship or between, say, the airline check-in desk and the departure gate, can be long – you may need assistance 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 the airport.*

**If No, please give details.**

**>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.

**3a. Is your wheelchair battery powered?** **Yes / No**

*If the airline or ship operator doesn't ask for this information you should tell them anyway. For safety reasons they need to know the type of wheelchair battery.*

*When flying you should remove the control box from the wheelchair and carry it in your hand luggage to avoid risk of loss or damage.*

|   |                 |                 |
|---|-----------------|-----------------|
| <b>3b. If Yes, is it dry or wet cell?</b> | <b>Dry cell</b> | <b>Yes / No</b> |
|   | <b>Wet cell</b> | <b>Yes / No</b> |

**3d. 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

**>4. Do you need to borrow a wheelchair to and from the plane or ship?** **Yes / No**

*Please ask your travel company how they can ensure a wheelchair is ready for you at the airport or ship terminal.*

**>5. Can you walk up and down steps or a gangway to board the plane or ship without assistance?** **Yes / No**

*Please be aware, some steps can be steep with narrow treads.*

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

*Cabin crew are not allowed to assist you with certain activities. So, if you're unable to do these on your own, you may need to travel with a companion who can help you – please see question E2.*

**7. If a transfer coach is provided from the airport to the hotel or for any excursions 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 no coach transfer is provided as part of your arrangements, do you need a taxi transfer from the port to your accommodation and return or to go on an excursion?** **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, hear or understand important information – for example, departure information or information about what to do in an emergency?** **Yes / No**

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

**If Yes, what is the best alternative format for you to receive printed or visual information?**

**E. TRAVELLING ON A PLANE, COACH, FERRY OR CRUISE SHIP**

**>1. Are you travelling with a companion who will provide all the assistance you need in getting around, in and out of buildings, planes, coaches etc?** **Yes / No**

**2. On a plane or on board a ship can you do the following without assistance:**

*If you're travelling with a companion who will provide full assistance, you may not need to notify about your accessibility requirements. However, 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 assist you.*

|   |                 |  |                 |
|---|-----------------|--|-----------------|
| <b>Breathe without supplementary oxygen:</b>  | <b>Yes / No</b> | <b>Feed yourself:</b>                              | <b>Yes / No</b> |
| <b>Administer your own medication:</b>        | <b>Yes / No</b> | <b>Use the toilet facilities:</b>                  | <b>Yes / No</b> |
| <b>Lift yourself in and out of your seat:</b> | <b>Yes / No</b> | <b>Escape from the plane/ship in an emergency:</b> | <b>Yes/ No</b>  |

**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. When travelling by air is it best for you to sit near to the toilet?** **Yes/ No**

**>4. Is it best for you to have an aisle seat on a plane?** **Yes/ No**

*On request, airlines must make all reasonable efforts to arrange seating to meet your disability needs – subject to safety requirements and availability.*

**If Yes, please provide details:**

>5. Will you be taking medication with you?

Yes/ No

**Taking medication abroad**

*If you are taking medication abroad please check with your Doctor or the NaTHNaC [website](#) for advice as you may need to carry authorisation from your doctor as some countries may restrict particular medication. Gels, liquids and medication requiring needles may be subject to additional security restrictions, particularly at airports.*

>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 an assistance dog?

Yes / No

*You must make sure that the dog has been micro-chipped, processed and immunised against rabies in accordance with the Pet Travel Scheme – check with the Guide Dogs for the Blind Association, telephone: 0118 983 5555. A guide is available for download at [www.gdba.org.uk](http://www.gdba.org.uk).*

**F. ACCOMMODATION IN DESTINATION OR ONBOARD SHIP**

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 room on a particular floor or deck?

Yes / No

*For example, some properties or ships may have no lifts or only have lifts serving particular levels.*

4. Would you prefer a room near the lift?

Yes / No

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

- a) grab rails
- b) accessible telephone
- c) vibrating pads for alarm/alarm clock
- d) fridge for medication
- e) TV with Teletext
- f) level entry shower
- g) adjustable bed height
- h) washbasin with lever taps
- i) other (please specify)

## G. MEALS

Do you have a special dietary requirement for medical reasons?

Yes / No

If Yes, please give details.

## IMPORTANT CUSTOMER INFORMATION

This information will be passed on to your travel suppliers, who will do their best to meet your needs. However please remember:

- Meeting your needs can't always be guaranteed. For example, planes, ships, coaches and other travel arrangements may need to be changed without prior notification due to unforeseen circumstances (eg breakdown, cancellation or non-availability of accommodation).
- Safety and security restrictions may limit what you can take with you on board the plane or ship.

You need to pre-notify the airport, airline, ship operator and port terminal of your assistance needs at least 48 hours before you board and preferably at time of booking. This is vital if you are planning to take your own wheelchair or an assistance dog.

Your travel agent or tour operator must have a system in place to collect and pass on pre-notification information. They must comply with the Data Protection Act; before your sensitive personal data is collected, you – or someone acting on your behalf – must give explicit consent.

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 compensation may not, however, be adequate, so insurance cover is crucial. You should also plan in case things are lost or delayed.

Please read the ABTA and Foreign & Commonwealth Office information at [www.abta.com/accessible-travel](http://www.abta.com/accessible-travel) and [www.gov.uk/foreign-travel-for-disabled-people](http://www.gov.uk/foreign-travel-for-disabled-people).

The Department for Transport has also produced guidance for disabled and less mobile passengers to accompany the DfT Air Access Code. You can find both at [www.dft.gov.uk](http://www.dft.gov.uk).

Please remember, 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.

**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 consent to share information for the purpose of making travel arrangements.**

**Signature** .....**Date** .....  
*I am over 18 years of age*

**Agency name** .....

**Agency stamp:**

## **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** Passengers are able to ascend and descend steps and make own way to and from their cabin seat but they require a wheelchair or, if appropriate, a buggy for travelling to and from the aircraft and throughout the terminal. Information on whether the passenger has their own wheelchair, and if they will need it immediately on disembarkation, should also be provided.

**WCHS** Passengers are not able to ascend or descend steps but can make their own way to and from their cabin seat. They may require assistance to move throughout the airport and to the aircraft doors. They may, however, require an airport wheelchair to reach the aircraft. If so, this should also be provided.

**WCHC** Passengers must be carried up and down steps and to and from an aircraft cabin seat or may need a special cabin lifting chair. They may require an airport wheelchair and assistance to and from the aircraft and throughout the terminal. A buggy may not be appropriate and two agents may be required to assist. Passengers will often travel with their own wheelchair, often adapted to their specific needs and may need it immediately after disembarkation. If so, this should be provided.

Where a passenger will be travelling with an electric mobility aid (e.g. power chair or scooter) the appropriate IATA wheelchair code should be provided in addition to the assistance code.

The IATA Airport Handling Manual details three codes for identifying electric mobility aids based upon the type of batteries installed. These are: WCBD – non-spillable batteries, WCBW – wet cell batteries, WCLB – lithium ion batteries.

**BLND** Blind or visually impaired passenger. The passenger may require sighted assistance to move through airport terminals, to and from the aircraft and may need assistance up and down the aircraft steps. BLND passengers may be travelling with a service animal (e.g. recognised assistance dog/guide dog) – this should be specified by using the PETC code (see below). BLND passenger will require a cabin safety briefing.

**DEAF** Deaf or hearing and/or speech impaired passenger. The passenger does not require wheelchair or assistance to move through the terminals unless specified. They may not be able to hear terminal announcements. A DEAF passenger may be travelling with a service hearing assistance animal – this should be specified by using the PETC code (see below). A DEAF passenger will require a cabin safety briefing.

**DEAF/BLND** A deaf or blind (or visually and hearing/speech impaired) passenger who can only move around with the help of an accompanying person.

**DPNA** A passenger with an intellectual disability who understands and can respond to the safety briefing and does not require a personal care attendant. The passenger may require assistance to move through the airport.

**PETC (Pet in cabin)** A passenger travelling with a recognised/registered assistance dog or guide dog.