Holiday Information

Planning your holiday
There are a number of things you need to consider when planning your holiday and choosing your destination. The aim of this factsheet is to help make your planning a little bit easier.

Equipment
Think through what equipment you need for your holiday, for example do you need a raised toilet seat, a mobile hoist or a wheelchair? Can you take it with you or do you need to hire or borrow some equipment?

The British Red Cross can sometimes loan equipment used for medical purposes. Contact them on
Tel: 0844 8711111
Email: information@redcross.org.uk
Web: www.redcross.org.uk

Disabled Living Centres may provide information and advice on hiring equipment. To find the centre closest to you contact Assist UK on Tel: 0161 238 8776
Email: general.info@assist-uk.org
Web: www.assist-uk.org

National Mobility Hire offer long or short term hire solutions to mobility needs.
Tel: 08700 949 808
Email: enquiries@nationalmobilityhire.com
Web: www.nationalmobilityhire.com

Always get an assessment done before purchasing.

Wheelchairs
If you use a manual wheelchair it’s worth having it checked before leaving to lessen the risk of any breakdowns during the trip. Consider taking a spare inner tube, a puncture repair kit and tools that might be useful.

If you are using a powered wheelchair, consider whether it is essential to take it. Don’t forget to also take the charger and an adapter suitable for the country you are travelling to. Have the wheelchair checked before you leave to minimize the risk of a breakdown during your holiday. Try to find out in advance if there is anywhere you can have your wheelchair serviced should something happen during your trip. If you are travelling within the UK and have a breakdown then the local wheelchair service repairs may be able to help.

If you are travelling by air, check with the airline around transport of the wheelchair. Always make sure your travel or home insurance also covers your powered wheelchair or any other equipment you need to take on your holiday.

Getting there
Plan your trip in advance and find out as much as you can about how to get there before you leave. The Disabled Persons Transport Advisory Committee (DPTAC) is an independent body set up by the Government. On their website you can find most information you need to plan your trip door-to-door. You can find out about travelling by road, rail, air or sea. The information ranges from car ferries, Euro tunnel and
parking to travelling with oxygen (under the ‘going by air’ section of the website). You find the information on their website:
www.dptac.independent.gov.uk/door-to-door
If you are unable to access the internet DPTAC can be contacted on 020 7944 8011

Tourism for All does also provide information and advice about travel for disabled persons (see below).

Choose your destination
When you choose the destination for your holiday make sure you find out about accessible activities and how you can get out and about, before making any bookings. If you like beach holidays find out if the accommodation has beach wheelchairs or if you can rent one.

Insurance

You need to check that the travel insurance covers medical treatment and does not exclude “a pre-existing medical condition”.

Travel insurance is essential when going abroad. It is often worth shopping around to make sure you get best value for money. Make sure your travel insurance covers cancellations and loss or damage of property, including any equipment. (Equipment can sometimes be covered through your home insurance.)

The Equality Act 2010 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.

If you are travelling within the European Economic Area and Switzerland you need to get an European Health Insurance Card (EHIC). The Department of Health, working with the NHS Prescription Pricing Authority (PPA), provides the EHIC free of charge. This card replaces the older E111, which is not valid from 1 January 2006. You can apply for a card over the phone on 0845 605 0707, on-line on www.ehic.org.uk or get an application form from the Post Office.

The insurance providers listed below specialise in catering for disabled people or people with a pre-existing medical condition.

The Muscular Dystrophy Campaign cannot endorse any particular insurance company; you need to make sure that you are happy with the company you choose.

Able2travel
Specialists in providing travel cover for people with pre-existing medical conditions.
Telephone: 0845 839 9345
Email: insure@able2travel.com
Website: www.able2travel.com

All Clear Travel Insurance Services
Offers travel insurance for everyone regardless of age, medical conditions or travel destination
Telephone: 0845 250 5200
E-mail: info@allcleartravel.co.uk
Website: www.allcleartravel.co.uk

Chartwell Insurance
Provides low cost travel insurance for people with a pre-existing medical condition.
Tel: 0844 8885222
Email: info@chartwellinsurance.co.uk
www.chartwellinsurance.co.uk

Columbus Direct
Offers specialised travel insurance for people with pre-existing medical conditions.
Telephone: 0870 033 9988
Email: admin@columbusdirect.com
Website: www.columbusdirect.com

Cover My Travels
Tel: 0800 389 5904
Website: www.covermytravels.co.uk
Offers a wide range of travel insurance policies including pre-existing medical conditions.

Freedom Insurance Services Ltd
Offers travel insurance advice for people with pre-existing medical conditions.
Tel: 01223 446914
Web: www.freedominsure.co.uk

Freespirit
Provides low-cost travel insurance for people with a pre-existing medical condition as long as you are fit to travel. A doctor's letter is required. You also have to be clear of hospital waiting lists for treatment or medical investigation.
Tel: 0845 230 5000
Email: freespiritclaims@pjhayman.com
Web: www.free-spirit.com

Insurancewith
Provides travel insurance to people with pre-existing medical conditions. They also donate £1 to charity for every insurance policy purchased.

Tel: 0845 2307159
Email: insurancewith:infinityinsurance.co.uk
Web: www.insurancewith.com

The Insurance Helpline
Provides travel insurance for people with a pre-existing medical condition.
Tel: 0845 8800168
Email: webenquiry@totallyinsuredgroup.co.uk

Website with insurers listed:
www.the-insurance-surgery.co.uk

Holiday Finance
There are a number of trusts and voluntary funds available which may be able to contribute towards the cost of a holiday. Five such organisations are listed below. Local authorities (social services departments) may also be able to offer some assistance.

Counsel and Care for the Elderly
May be able to help people over the age of 60 with the cost of a holiday.

Lower Ground Floor
Twyman House
16 Bonny Street
London NW1 9PG
Tel: 020 7241 8555 (Mon-Fri 9am-5pm) or
Adviceline: 0845 300 7585 (Mon-Fri: 10am-12pm, 2-4pm except Wed pm)
Email: advice@counselandcare.org.uk
Web: www.counselandcare.org.uk

The Family Fund,
May be able to offer assistance for holidays to severely disabled children under 16 in the UK.

Unit 4, Alpha Court
FHA - The Family Holiday Association
This is a holiday charity for families in need which may provide funding for a one-week holiday in the UK. Application should be made between October and November for the following year as funds tend to be spent by March.

The Grants Officer
16 Mortimer Street
London W1T 3JL
Tel: 020 7436 3304
Email: info@FamilyHolidayAssociation.org.uk
Web: www.fhaonline.org.uk

3H Fund (Help the Handicapped Holiday Fund)
Organises subsidised group holidays for disabled children and adults. It also provides grants, when available, to families on low income.
B2 Spelding Business Park
Langton Road, Speldhurst
Tunbridge Wells
Kent TN3 0AQ
Tel: 01892 860 207
Email: info@3hfund.org.uk
Web: www.3hfund.org.uk

The Muscular Dystrophy Campaign has produced a factsheet called Dream trips and wishes for children and young adults. You can get the factsheet from our Information and Support Line on 020 7803 4800 or freephone 0800 652 6352 or you can print it from our website: www.muscular-dystrophy.org/factsheets

Advice on Holidays and Travel
Tourism for All
Tourism for All is a voluntary organisation that provides free information and advice to disabled adults and children, carers, single parent families and elderly people. It provides details about accessible accommodation, transport, special interest holidays, insurance and respite care. It also publishes a range of information sheets about parts of the UK where you can holiday and the rest of the world.

Tourism for All tries to match up a person's specific needs with information held on its computer database, once a holiday questionnaire form has been completed. It covers holidays offered by commercial organisations and holidays organised by voluntary groups in the UK and abroad.

Some of the hotels and self-catering accommodation inspected and listed by Tourism for All are offered at discounted rates for members through its reservation line 0845 124 9973.
Providers of accessible holidays

Access Travel
Specialises in holidays for disabled people and provides wheelchair accessible accommodations abroad. Special aids, adapted vehicles, nursing and care are also available at some locations.
Tel: 01942 888 844
Email: webenq@access-travel.co.uk
Web: www.access-travel.co.uk

Bond Holidays
The Bond Hotel
120 Bond Street
Blackpool
Lancashire FY4 1HG
Tel: 01253 341218
Email: sales@bondhotel.co.uk
Web: www.bondhotel.co.uk

Safehands
The New Mayfair Hotel
673 – 677 New South Promenade
Blackpool
FY4 1RN
Tel: 01253 347543
Email: sales@thenewmayfair.co.uk
Web: www.thenewmayfair.co.uk

Offers holidays for people with disabilities, their carers, friends and families and provide a door-to-door service for those without transport.

Break
Provides holidays and respite care for disabled children, young adults and families with special needs at two centres in Norfolk.
Tel: 01263 822 161
Email: office@break-charity.org
Web: www.break-charity.org

Calvert Trust
Has three centres for activity and outdoor holidays in the UK.
Exmoor Tel: 01598 763 221, email: exmoor@calvert-trust.org.uk
Kielder Tel: 01434 250 232, email: enquires@calvert-kielder.com
Keswick Tel: 01768 772 255, email: enquires.calvert.keswick@dial.pipex.com
Web: www.calvert-trust.org.uk

Enable Holidays
Provides overseas holidays for disabled people, their families and friends.
Tel: 0871 222 4939
Email: info@enableholidays.com
Web: www.enableholidays.com

Livability Holidays
Provides fully accessible hotels in Minehead, Somerset, Cowbridge, South Glamorgan and Llandudno, Gwynedd. They have various self-catering units, including bungalows, chalets, and caravans in the UK at sites such as Wroxham in Norfolk, and Brockley Park, Poole, Dorset. A flat is also available for hire in London.
Holidays with Help
Organises holidays for large groups of people with disabilities. It has a team of volunteers that assists the guests on locations in Blackpool and the South Downs.
Tel: 07539 063327
Email: hwhholidays@btinternet.com
Web: www.holidayswithhelp.org.uk

Jubilee Sailing Trust
It aims to promote integration of disabled and able-bodied adults through adventure tall ship holidays. It also has a youth scheme for 16 to 25 years old.
Tel: 023 8044 9108
Email: info@jst.org.uk
Web: www.jst.org.uk

Leonard Cheshire Disability
Provides respite care and short break services to disabled people and their carers. Fees are based on assessed need and level of support required. You can find a search engine for respite care and short breaks across UK on its website.
Tel: 020 3242 0200
Email: info@LCDisability.org
Web: www.LCDisability.org

PHAB UK
Organises holidays for disabled and able-bodied adults and children. Courses cover subjects such as art, pottery, music, drama, photography, activity holidays, canoeing and horse riding.
Tel: 020 8667 9443
Email: info@phabengland.org.uk
Web: www.phabengland.org.uk

SHARE Holiday Village
A fully accessible site for individuals and families in Northern Ireland.
Tel: 028 6772 2122
Web: www.sharevillage.org

Vitalise
Provides breaks for disabled people and their carers in five centres across the UK. It also provides 24-hour personal care-on-call. Vitalise’s centre in Southampton, the Netley Waterside House specialises in providing holidays for people with respiratory difficulties. Specialised equipment is available including hoists, a possum unit, an oxygen concentrator and iron lung. The other centres are located in Cornwall, Essex, Nottingham and Southport. Vitalise also have self-catering lodges in Cornwall and provides European breaks with partner organisations.
Tel: 0845 345 1970
Email: info@vitalise.org.uk
Web: www.vitalise.org.uk

For more information about travel agents, tour operators and camping, you can log on to the following websites:
www.accessibletravel.co.uk
www.everybody.co.uk
www.canbedone.co.uk
www.goodaccessguide.co.uk
www.directenquiries.com

Remember, it is always advisable to check all the details listed in brochures and travel guides to make sure that the holiday and/or accommodation is suitable for your individual needs.

Other useful contacts
Carry My Luggage
Provides luggage delivery with a door-to-door service for UK, Europe, USA and other worldwide destinations.
Tel: 01472 362 400
Booking: 0845 009 0362
Web: www.carrymyluggage.com

Matching Houses
A house exchange website where people with disabilities swap houses with other people that have the same accessibility needs.
Tel: 01736 361 871
Email: pr@matchinghouses.com
Web: www.matchinghouses.com

New Jumbulance Travel Trust
Makes it possible for severely disabled and sick people to travel on holiday and day trips. Provides rental coach ambulances equipped with stretcher beds, reclining seats, accessible toilets, oxygen and hydraulic lift for easy access.
Tel: 01582 831 444
Email: info@jumbulance.org.uk
Web: www.jumbulance.org.uk

RADAR
Runs the National Key Scheme for 7,000 accessible locked toilets across the country. All accessible toilets are listed in its publication National Key Scheme Guide. It publishes a book called There and Back, that helps disabled people plan longer journeys in the UK and abroad across all models of transport. RADAR also publishes Holidays in Britain and Ireland. As a Member of the Muscular Dystrophy Campaign you can buy the publications at a 25% discount if you quote the reference MDC/RADAR/RO/001 when you place your order.
Tel: 020 7250 3222
Email: radar@radar.org.uk
Web: www.radar.org.uk

Translation of medical information
If you are travelling abroad you might find it useful to bring translated information on your condition in case of an emergency.

Transmedi
Tel: 01162 337 640
Email: office@transmedi.com
Web: www.transmedi.com

Doctor Babel
Email: support@doctorbabel.com
Web: www.doctorbabel.com
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