

Transport

Public Transport

If you are using public transport, it's worth contacting the transport operator before you travel to make sure they are able to offer the assistance you need.

You can get more information from www.gov.uk/transport-disabled

Taxis

Taxi and private hire companies can provide wheelchair-accessible vehicles if you let them know when you book a vehicle.

Flying

This section is to tackle some of the anxieties you may have about flying. It will highlight some of the things that you might come up against when you do fly.

If you intend flying, make sure that your airline is fully aware of your requirements. This will allow them to make the necessary arrangements and provide any assistance you might need when you arrive at the airport. It also allows them to plan for your arrival at your destination.

It can be important to take your own cushion with you. This is not essential for in-flight comfort, however if you do experience an issue with the airline handlers misplacing your own chair, you will at least have your own specific cushion to place on any chair they provide whilst they locate yours. It is extremely rare for a wheelchair to be misplaced on a flight, however as always it is best to be prepared!

Cabin crew and airline staff are very helpful and will do their best to make sure the various stages of your journey run as smoothly as possible. They may offer you a choice of seat on the aircraft (however you may not be able to sit near the emergency exits).

What help is available at airports:

- facilities to get assistance at designated arrival points, such as at terminal entrances, at transport interchanges and in car parks
- assistance to reach check-in
- help with registration at check-in
- assistance with moving through the airport, including toilets if required
- help with getting on and off the plane
- free carriage of medical equipment and up to two items of mobility equipment
- a briefing for you and any escort or companion on emergency procedures and the layout of the cabin
- help with stowing and retrieving baggage on the plane
- assistance with moving to the toilet on the plane (some planes will have an on-board wheelchair)
- someone to meet you off the plane and help you reach connecting flights or get to the next part of your journey

Once you arrive at the airport, head to the check in desk, even if you have checked in online. It is essential that you have your wheelchair tagged for your destination airport. This is where you have to think carefully especially if you are going via another airport. If you require your chair at the connecting airport make sure that it is tagged to go to that airport and not your final destination airport as your chair will go directly to that airport and you will not see it at your connecting airport.

Holidays

“I was a bit nervous of flying for the first time so I did it with some friends along for support. Since then I have taken numerous flights on my own and always found the staff at the airports to be more than helpful”.

More information is available from:

[www.direct.gov.uk/en/DisabledPeople/
TravelHolidaysAndBreaks/GettingThere/DG_4017242](http://www.direct.gov.uk/en/DisabledPeople/TravelHolidaysAndBreaks/GettingThere/DG_4017242))