

Planning a holiday

www.devon.gov.uk/cwan

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This factsheet is designed to help you find more information about the sort of specialist holiday services which are available.

We do not endorse or promote any of the companies or services included and this factsheet should not replace your own research. Remember that the company you use should always be part of a recognised protection scheme. **ATOL** is a financial protection scheme for holidaymakers www.atol.org.uk **ABTA's** main aims are to maintain high standards of trading www.abta.com

Netbuddy is a website for swapping practical tips on all aspects of supporting people with learning disabilities. They now have an extensive holidays section
www.netbuddy.org.uk/info-packs/holidays

Specialist tour operators

Disabled Accessible Holidays offers accessible holidays including airport transfers, accommodation, and excursions. ATOL member. Phone [0845 257 0113](tel:08452570113) or visit www.disabledaccessholidays.com

The **Disabled Holiday Directory** is operated by Discover Holidays Ltd, a specialist travel agency. ATOL member. Phone [0800 993 0796](tel:08009930796) or visit www.disabledholidaydirectory.co.uk

Enable Holidays is the specialist tour operator for wheelchair users. ATOL and ABTA member. Phone [0871 222 4939](tel:08712224939) or visit www.enableholidays.com

The companies below may not be ABTA or ATOL registered.

Able Travel aims to make adventure travel easier for people with disabilities. It is not a tour operator but has useful information. Visit www.able-travel.com

Access at Last aims to be a one-stop shop for accessible accommodation and services. Phone [01772 814 555](tel:01772814555) or visit www.accessatlast.com

Accessible Travel & Leisure is a specialist company dedicated to making it possible for the less mobile to enjoy holidays that they have always dreamed of. Phone the Plymouth-based agent [0845 680 1034](tel:08456801034) or visit www.accessibletravel.co.uk

Insurance

As well as the usual types of insurance cover, for example, flight delays and theft of belongings, there are other things to check when choosing an insurance policy. These include:

- cover for any medical costs that arise from your impairment - many policies do not cover claims arising from pre-existing medical conditions
- 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



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- cover for any disability equipment you have with you. Sometimes your household insurance may provide cover for these items.

There are several insurance companies which specialise in insuring travellers with disabilities. Website moneysupermarket.com has a list of UK insurance companies who cover medical conditions at www.moneysupermarket.com/c/travel-insurance/pre-existing/medical/conditions/ or contact your local information co-ordinator to have the list sent to you.

Medical information

If your child has a complex medical condition you can get their medical details translated into the language of the country you are visiting. There are several companies who offer this service. In Devon this can be provided by **Multilingua** with prices starting at £20 for up to 200 words, visit www.multilinguadevon.co.uk for more information.

In Europe free or reduced-cost emergency treatment is available to UK patients with a **European Health Insurance Card (EHIC)**. The card is free. For more information or to apply online visit www.direct.gov.uk/en/Diol1/DoltOnline/DG_4018163 Application forms are also available from post offices or by calling **0845 606 2030**. The EHIC is not a replacement for travel insurance.

Useful information

The **direct.gov** website has lots of advice for disabled travellers, including:

- taking medicine abroad
- tourism and the Equality Act 2010
- overseas travel by train or ferry
- airport and security services for disabled travellers.

www.direct.gov.uk

Contact a Family has a helpful booklet called *Holidays Play and Leisure*, for a copy call **0808 808 3555** or visit www.cafamily.org.uk/pdfs/holidays.pdf

The HF Trust for people with learning disabilities has produced an excellent 36 page holiday booklet. For a copy call **0117 906 1751** or visit www.hft.org.uk

The **National Autistic Society** has several useful factsheets, including:

- *Holidays: autism-friendly venues* A list of venues in the UK which describe themselves as disability friendly
- *Holidays: preparation and practicalities.*

Call **0845 070 4004** or visit www.autism.org.uk

The **Royal National Institute of Blind people (RNIB)** has information on its website at www.rnib.org.uk for travellers with a visual impairment.

SCOPE, the charity for people with cerebral palsy, has information on their website about venues, insurance and places to go at www.scope.org.uk/help-and-information/leisure/holidays

The **British Institute of Learning Disabilities (BILD)** has practical information on holidays on their website at www.bild.org.uk/05holidays.htm

DISCplus local information co-ordinators

The co-ordinators are there to help you get information on services and support available in your area.

Phone the main office on **0845 155 1013** and ask to speak to your local co-ordinator or email discplus@devon.gov.uk

