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Collated by Martin Heng, Accessible Travel Manager









Germany The travel destination

www.germany.travel



on the basis of a decision by the German Bundestag



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Introduction

When you're travelling with a disability or access issues, it's important to know that your needs can be met in your destination. This means planning your trip well: unlike for most ablebodied people, it can be difficult to act spontaneously and hope for the best. Unfortunately, most people with access issues – whether through disability, age, a health condition or injury – have difficulty finding any information, let alone reliable information.

This collection of online resources doesn't entirely fill that information gap. However, it's a good start and may help not only with initial planning, but also with finding our way around and things to see and do once you've reached your destination. It may also give you some ideas about places to go and activities you'd like to try out.

This list is by no means exhaustive, so here's where you come in: if you know of a useful website in your country or locality, please email us at **travelforall@ lonelyplanet.com.au**. Likewise, if you run a business that caters specifically for people who have particular access needs, let us know if you would like to be added to this list.

As websites go down and web addresses change frequently, we intend to revisit and republish this resource annually to make sure all links remain live and to add new ones. **All headings are hyperlinked: click on them to be directed to the relevant website. All text in bold blue is also hyperlinked.** The list of resources is broken down into different sections:

- Country-by-country resources, arranged alphabetically. Among these are websites from governments, local authorities, non-government organisations (NGOs) and public transport operators. Some are searchable databases of venues and facilities; others are also associated with a mobile app. These resources will be particularly useful when you are at your destination.
- General resources. This is broken down into two subsections: websites dedicated to promoting accessible or inclusive tourism and accessible travel forums. The former will be of great interest to those who are working in the field, but also contain valuable information, links and resources for travellers with access requirements. The latter are a great way to ask questions of people who've been there and done that, or to share your own experiences.
- Airports and airlines. Special assistance webpages from all the world's major airports and airlines are collected here.
- Specialist sports and adventure travel organisations. Just because you have access issues or disability doesn't mean you can't enjoy an active holiday or so-called extreme sports! Find out here what's on offer around the world. (All these entries are also included in the country-by-country resources section under the relevant country.)

- Travel blogs. There are some intrepid and amazing people with disabilities (PWD) blazing a trail out there. There is much to be learned from these personal blogs – from tips and tricks to detailed, practical on-the-ground information – written by those who enjoy travel with a wide variety of limitations.
- Travel agents, tour operators and equipment suppliers. Listed alphabetically by country, most of

these businesses cater for a variety of access requirements; some are inbound, some are outbound and some are both. If you want to take the hassle out of organising the trip for yourself, you will almost certainly find a specialist travel agent in your home country in these pages. You may also find it useful not to have to bring all your equipment along with you, but instead to hire some at your destination.

Disclaimer

Lonely Planet prides itself on having its authors visit every region, establishment and activity we review. **This is not the case with regard to the content of this document.** We have gathered this information from personal and professional contacts, as well as from scouring the internet. As such, we cannot vouch for the quality or currency of the information in any website, although we do offer an informed opinion in some cases. We especially absolve Lonely Planet of any responsibility for the quality of service provided by the listed travel agents and tour operators. Those suppliers who are members of the European Network for Accessible Tourism (ENAT) or who are Pantou-listed have made a commitment to offer high-quality accessible tourism services, but even then we still strongly advise you to make your own enquiries as you know best what your requirements are and only you know what questions to ask to make sure they will be met.

Female wheelchair user holding hands with man, Baden-Württemberg ${\ensuremath{\tiny \odot}}$ TMBW/DÜPPER

Country-by-Country Resources

AFRICA Safari Guide Africa

A useful introductory article if you're considering going on an African safari and have a disability. At the bottom of the article is a list of resources, but you'd be better off looking for accessible safari providers under the relevant countries in this publication.

ARGENTINA

Accessible Buenos Aires

Detailed 240-page downloadable PDF guide to Buenos Aires in English, Spanish and Portuguese, packed with information.

Argentina Viajera

Listings of a dozen or so accommodation providers with accessible rooms. There is limited information, but there is a link to contact the organisation for more details. (Spanish language.)

National Rehabilitation Service (SNR)

Nationwide listings of accessible accommodation providers; note that these are listings only, with no detail of what is provided and what each provider understands by 'accessible'. (Spanish language.)

Red Turismo Accesible

Organisation dedicated to furthering accessible tourism in Argentina. Although there is not a great deal of material directly relevant to travellers, the **listing of businesses** accredited by the Argentinian Ministry of Tourism for their accessibility may be useful. (Spanish language.)

Vías Accesibles

Information about accessible tourism in Argentina, including destinations, accommodation, excursions, entertainment, gastronomy, cultural activities and adapted sport. Having said which, I clicked through to the Destination tab and beyond and found little information apart from a wheelchair icon and occasional review.

See also **"South America for All" on page 134**.

AUSTRALIA

Accessible Beaches Australia

State-by-state directory of wheelchairaccessible beaches maintained by **Push Mobility**, a manufacturer and supplier of beach matting and beach wheelchairs, also searchable via a Google Earth map. Moving beyond the manufacture and supply, this company started the Accessible Beaches campaign in 2016, working with local and state government and hosting beach accessibility events.

AccessWA

Search engine covering more than 3000 accessible businesses, attractions, accommodation and community facilities in Western Australia. Access information caters to wheelchair users, those who have difficulty walking or who are blind or deaf. It includes both pictures and diagrams of toilets and bathrooms.

Adelaide City Council

A 53-page Adelaide Access Guide produced by the council, covering public transport, locations, services and things to do. You'll also find a map of recharge point locations for power wheelchairs and scooters on this page. There is a version powered by ReadSpeaker for the vision-impaired. Note that this was published in 2011, so things may have changed.

Adelaide Metro

All the information you need for using public transport in Adelaide if you have a disability. We love the fact that it has explanatory videos with Auslan interpretation.

Arts Access Australia

Peak national body for the arts and disability, with news and information about upcoming events, as well as profiles and success stories of artists with disabilities.

Arts Access Victoria

With a yearly turnover of more than 100 arts projects and initiatives that lead to an increased number of PWD creating and experiencing art, Arts Access Victoria is the state's leading arts and disability organisation. Includes News & Events and Resources tabs.

Bed & Breakfast Site

This bed-and-breakfast database has a wheelchair-access filter, and also covers New Zealand.

Brisbane City Council

Page for all things accessible in Brisbane, including public transport, parks and playgrounds and a Braille Trail. A **Brisbane Mobility Map** (no longer available on the council website, but archived by TravAbility) shows accessible routes, toilets, telephones, road gradients and accessible entrances to buildings, among other things.

Can Go Everywhere

Searchable database of travelrelated Australian businesses and accommodation. There is a limited number of verified businesses and a long list of unverified ones, including accessible accommodation, restaurants and activities. Verified businesses ('premium' listings) come with businesssupplied text photographs (but none of bathrooms of course) and details of accommodations made for PWD. The blog and forum tabs are not wellpopulated, but the service provider has more useful listings.

Clickability

Clickability is an Australian disability service directory that features ratings and reviews from the people who use the services. It covers everything from holiday accommodation to nursing care and therapists. Note that the Verified tick does NOT mean independently verified, just that the business in question has undertaken to keep their details up-to-date. The blog is active, but mostly relevant to local residents.

Easy Access Australia

Set up by wheelchair user Bruce Cameron in the lead-up to the 2000 Sydney Olympics, this site is quite light on detail and fairly dated. Of most use are the dozen or so detailed reviews of Sydney hotels.

Eating Out with Wheels

A guide to 197 wheelchair-accessible eateries in cities and towns in Victoria. Although it says updated annually – and single-handedly by (Lucky) Phill Jury – the date of the 5th edition is July 2015.

First Stop Transport (New South Wales)

Transport New South Wales' page for passengers with access issues: you will find all you need to know about how to use public transport in the state, including a trip planner that has filters for accessible services and to limit the amount of walking you will need to do.

Geelong City Council

This access map for central Geelong and the waterfront shows accessible parking, gradients, seating, telephones, accessible local landmarks and accessible travel routes.

Gig Buddies

Gig Buddies Sydney is the first Australian branch of the UK franchise that pairs up people with a learning disability with a buddy to visit events, particularly but not exclusively music gigs. 'We believe that people with learning disabilities have the right to stay up late and have some fun.' Yep.

Gippsland

'Gippsland recognises the importance and benefits of building the region as an accessible tourism destination', which has led them to create this page to showcase some accessible tourism case studies. There's a link to an informative downloadable PDF guide to accessible attractions, both indoors and outdoors, as well as accommodation and eateries in eastern Victoria.

Good Scout

Established by the couple who created **Push Adventures**, a business consultancy for accessible tourism in South Australia, this is an accessible travel planning platform/directory, covering accommodation, events, experiences, transport and services. Based in South Australia, there's a higher concentration of listings in that state, but there are listings from other parts of the country, too. However, you're more likely to find useful details in South Australia listings than in those from elsewhere.

IDEAS (Information on Disability & Education Awareness Services)

Australia's premier information hub for PWD, seniors, their families and carers. Click on 'Out & About' for some very useful links and access reviews for everything from public facilities, restaurants and bars, and tourist attractions to transport and services.

Lonely Planet

Discover Melbourne's best wheelchairfriendly restaurants and shops, get active with accessible sports, and enjoy spectacular scenery, food and wine along the Great Ocean Road with Lonely Planet's pilot accessible travel guide to its home city, **Accessible Melbourne**.

Melbourne City Council

The City of Melbourne disability services page has links to accessible amenities (including downloadable mobility maps), accessible parking, taxis and public transport. The City of Melbourne has

Travel blogger Cory Lee Woodard riding a camel in Morocco ${\ensuremath{\scriptscriptstyle \odot}}$ curbfreewithcoryLee.com

also produced an online **map with a mobility filter** showing different gradients throughout metropolitan Melbourne in three categories: up to 1:20, up to 1:14 and steeper than 1:14.

National Public Toilet Map

Find an accessible toilet in Australia simply by typing in a postcode or address. You can even use 'plan a trip' or 'my toilets' functions. Also available as a free app.

New South Wales National Parks & Wildlife Service

Here's where to find available accessrelated information about New South Wales' national parks. Although many parks are covered, the majority of (if not all) information relates to people with restricted mobility, in particular wheelchair users. Walking trails are graded according to their level of accessibility, with useful and detailed information.

OpenAccess Tours

At participating venues – mainly museums and galleries in Australia, but with some options in New Zealand and even the San Diego Zoo – visitors can use this app on their own phone or tablet to experience tours in Auslan, with audio description in multiple languages, or with captions. It's a fantastic idea – get on board, please, venues! It's also available as an app.

The same developers have also produced an app called OpenAccess Alerts for the three million Australians with hearing loss who cannot hear audio or loudspeaker announcements – particularly useful in bushfire-prone areas.

Out & About

Melbourne-based app gathering accessibility data from users on a broad range of venue types. Four years after its launch, most venues appear to have been reviewed by the developers of the app, Villa Maria, rather than members of the public. Applying filters seems to increase the number of displayed results so don't immediately despair if nothing much is showing on your app.

Parks Victoria

Parks Victoria is a world leader when it comes to accessibility, with its innovative **TrailRider** all-terrain wheelchairs, beach wheelchairs and fully accessible modified cabins. Toilets and picnic tables have been designed with accessibility in mind, and Parks Victoria is opening up as many trails as it can to wheelchair users. This is its main page for accessibility and inclusion.

People Outdoors

People Outdoors, a branch of the Australian Camps Association, was established in 1989 to provide outdoor recreation for people of all ages with physical or intellectual disabilities. Programs range from day outings to weeklong camps and provide PWD the opportunity to experience the social and developmental benefits of adventure outdoors. All programs are staffed by trained and passionate professionals and volunteers. Some participants may qualify for financial assistance.

Port Phillip City Council

Local government page giving information about accessibility to Melbourne's Port Phillip Bay foreshore area, including downloadable access maps showing key accessibility features.

Public Transport Victoria

Everything you need to know about accessible transport in Victoria. Its Journey Planner has filters for accessible services and stops. Also available as an **app**, with the same accessibility filters, which can be saved as your preferences – I use it all the time and it's awesome!

Queensland Department of National Parks, Sports & Racing

This page shows the 78 parks and forests in Queensland that are listed as having wheelchair access. You can also filter for the 183 parks that have easy or short walks.

Queensland Government

Useful links for accessibility information related to travel and transport, arts and culture, sport and recreation in Australia's sunshine state.

Sailing for Everyone

Foundation based in New South Wales whose Hansa sailing dinghies have been developed and designed by Chris Mitchell along Universal Design principles and are therefore suitable for everyone. There's a blog with news of affiliated/similar organisations around the world.

Sailors with Disabilities

Sailors with Disabilities is an Australian nonprofit organisation that uses sailing as a tool to build confidence, selfesteem and new relationships for PWD, as well as the socially disadvantaged. It provides free sailing and training programs for PWD, disadvantaged children and adults, and their carers.

Spinal Cord Injuries Australia

Information and useful links for those travelling in Australia with a spinal cord injury (or as a wheelchair user), including links to public transport links in each state and its own Google Earth overlay of accessible stations and wharves in New South Wales. There's also information about how to hire vehicles with hand controls and wheelchair-accessible vehicles. Check **here** for an archive of travel stories.

In addition to its own Coffs Harbour beach house it maintains a very userfriendly database of thousands of accessible Australian properties, **RollAwayz**, which is also an overlay on a Google Earth map.

Sydney for All

Official Destination New South Wales accessible activities and attractions page. There are access reviews for many of the city's tourist attractions, organised by district and with easy-tounderstand icons, and links to Sydney access maps, accessible transport and accessible toilets.

Townsville City Council

Surprisingly detailed (with audits by qualified occupational therapists) and lengthy access guide to this Queensland gateway city to the Great Barrier Reef. Published in 2015 (5th edition), it covers shops, restaurants, attractions, accommodation and services.

Translink (Queensland)

Official Queensland government Department of Transport site giving all the information you need about accessible public transport in the state.

Transport New South Wales

Plan your trip using public transport, most of which is accessible, using the Trip Planner link on this page, where you will also find information regarding mobility aids and assistance animals as well as accessibility information for all forms of public transport in the state. There are also links to a number of transport-related apps, including Abil. io, which can help people with limited mobility to plan trips on public transport using real-time data. This well-designed and user-friendly planner will even map your route with comfortable walking distances, avoiding stairs and significant uphill or downhill slopes.

Visit Victoria

Official Visit Victoria accessible information page, which has been upgraded significantly in the last 12 months to include some useful information and links.

Wheelies with Wings

An Australian nonprofit charity that offers PWD the opportunity to gain flying experience and even a licence.

AUSTRIA

Accessible Vienna

Fabulous Accessible Vienna guide from the city's official tourism board covering everything from accessible toilets and public transport through accommodation to information on wheelchair rentals and medical needs. Apart from plenty of information and advice for visitors with a variety of disabilities, there are also links to specialised tour providers. There is even a number of introduction-to-the-city videos in both American and British Sign Language! A new addition explains how Vienna's museums have found a number of ingenious ways to make their exhibitions more accessible to visionimpaired and deaf visitors.

Austrian National Tourist Office

The accessible travel page of the national tourism organisation gives an overview of facilities available in the country and some useful advice and links. For more ideas about accessible activities and holiday possibilities click on 'Barrier-Free Travel'.

Barrier-Free Holidays

Search engine for wheelchair-accessible hotels, restaurants and activities, filterable by region and category. (German language.)

Euregio

Search engine for accessible venues, facilities and services. Click on 'Accessible Venues' and filter according to type of venue, access need and location. (The English-language button does not translate all text on the page.)

Roomchooser

Founder Michael Sicher is a welltravelled wheelchair and hoist user who knows firsthand how difficult it is to find a truly accessible hotel room. He created this site to assist people to find a room that suits their needs without having to go through the hassle of telephoning every hotel and explaining from scratch. When looking for a room you can filter the results according to your needs (left or right transfer to toilet, clearance under the bed, availability of equipment, automatic doors etc), as well as price.

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Top:

Martin Heng in front of Humayun's Tomb, Delhi

Bottom:

Martin Heng driving down narrow, busy street, Delhi

CARRIE-ANN LIGHTLEY

www.carrieannlightley.com

Carrie-Ann lives in the Lake District with her husband Darren and their dog, Poppy. She's an organiser, a planner and a list maker. Researching new places to go is what she loves to do, and it was part of her role as Information Service Manager at Tourism for All UK for 13 years. She recently started a new job as Marketing Manager at AccessAble (formerly DisabledGo), the UK's leading provider of accessibility information. Carrie-Ann has cerebral palsy, which means she uses a wheelchair. She was brought up to believe that there is nothing she absolutely couldn't do there is always a way.

How did your passion for travel begin?

For most of my childhood and teenage vears I travelled 'mainstream' booking hotels through a high-street travel agent, hobbling on to transfer coaches, rearranging furniture in the room to accommodate my wheelchair. It wasn't until I started working for Tourism for All that I realised travel can be made easier. Overall, the thing I love most about travelling is the sense of independence. Travelling alone or with my husband, managing it all, and sometimes struggling but pushing myself to carry on, gives me a huge sense of achievement. Moving outside your comfort zone can be a harsh wakeup call, but isn't that what travelling is all about: going to new places, seeing things with fresh eyes, taking in new experiences? Sometimes it can be a little more difficult for me, but that's not going to stop me any time soon!

How many countries have you visited? Around 10.

Where is the most accessible place you've

been and why?

Barcelona is without a doubt the most accessible place I've travelled to. The city's Olympic legacy means that accessibility just is a part of everyday life, and I had no issues at all accessing accommodation, transport, attractions, beaches, and places to eat and drink.

Where is the least accessible place you've been and why? How did you get around the difficulties you faced?

Last year I stayed in Pisa, Italy. My husband and I have a wedding anniversary pact: we don't buy presents or cards, but each year we take a trip together on our anniversary. The hotel confirmed an accessible room with wheel-in shower, which is really all I need...or so I thought. On arrival I discovered a large step at the hotel entrance, and no ramp. My husband bumped my chair up and once we'd checked into our room we found it was very small, with no thought to

© WWW.CARRIEANNLIGHTLEY.COM



accessibility other than a wet-roomstyle bathroom. After a discussion with the hotel's management we found an alternative entrance with ramp – a fire exit that was also used for transporting luggage, but whatever works, right? Once the hotel understood that although I'd prefer a wheel-in shower, I could manage with a bath-tub and what I really needed was extra space and grab bars for safety, they moved us to a more suitable room.

What's your best travel experience?

It's difficult to pick just one, but I think Rome has been my favourite place to visit up to now. I really fell in love. Rome isn't an easy city for someone with mobility requirements to visit, but it's worth the effort. Ancient Rome has an abundance of cobbled streets, so be prepared for a bumpy ride, but with beautiful sights everywhere you look, a vibrant culture and magnificent food.

What's your worst travel experience?

A last-minute holiday to Tunisia. Though ramps are provided in places, they are too steep for a wheelchair user to use independently. Curb drops are also huge, and accessible toilets difficult to find.

Which place(s) is/are at the top of your bucket list?

My dream destination is Perth, Western Australia. My best friend emigrated to Perth in 2014 and I'm desperate to visit.

What advice would you give to a traveller with a condition similar to yours?

Accessible travel isn't always easy: it does require a lot of extra planning and sometimes there are surprises along the way. For me, that makes the beach sunsets, the rooftop city views, and the countryside landscapes even more beautiful. To have overcome what feels like a million extra obstacles and be able to say 'I got here!' is an amazing feeling.

What's your favourite travel hack?

Saving offline maps to my phone. Where possible I love to travel 'like a local' and try to avoid using too many taxis to get around. Offline maps help me to get my bearings without costly data roaming charges.

What's the one thing you can't live without on the road?

As above, my phone! It's my map, my diary, it's what I use to take notes and photos for my blog, and after a long day of sightseeing I read an ebook to wind down.

What could tourism service providers do to make your life easier?

Provide high-quality accessibility information. It's the single biggest barrier for disabled travellers. Before I visit a venue I want to know that at the very least I'm going to be able to get through the door and use the bathroom.

What could other travellers do to make your life easier?

Just be kind, have empathy. If I look like I might need some help, sure, go ahead and ask me. But if I tell you I'm good, don't be offended!

Where is your next trip?

I'm currently researching a rest-andrelaxation sunbathing holiday. It's been a few years since I've had this type of break – a sun lounger, a selection of books, bottomless cocktails and nothing to worry about but which meal to choose from the buffet next! I haven't explored the Canary Islands, but hear great things about accessibility there (like at the Mar y Sol Hotel in Tenerife). I think it would be the perfect setting for a chill-out holiday.

Salzburg

Download your official barrier-free (multilanguage) guide to Salzburg from this page.

Terra Raetica

The Tirol regions of Austria, Switzerland and Italy have together created this accessible travel portal, whose primary function is as a search engine for (mainly wheelchair-) accessible accommodation, eateries, nature visitor centres and leisure activities/sports. There's a rating system and detailed access reviews for many of the venues in the database.

Tirol

The West Austrian state of Tirol has a page for barrier-free travel with information about different forms of accessible accommodation, including farm stays, as well as accessible attractions, hand-cycling routes, wheelchair-accessible hiking trails, adaptive Nordic skiing and monoskiing. There are also contact numbers and websites for hiring sports equipment, monoskis or hand bikes. You can also type your requirements (eg wheelchair) into the search box for relevant results.

Upper Austria Tourist Board

This should be your first port of call for detailed information about barrier-free holidays in the state of Upper Austria (Oberösterreich). From information about arrival by plane or train to searchable listings of partially accessible and fully accessible holiday accommodation and restaurants, as well as other services and facilities such as petrol stations, toilets and ATMs. (English, German, Czech and Italian language.)

Urlaub im Rollstuhl (Wheelchair Holidays)

Listings of accessible holiday accommodation – including everything from houseboats and campsites to guesthouses, hotels and holiday villages – primarily in Germany and Austria, searchable by map or text. Note that the site owner accepts no responsibility for the accessibility or otherwise of accommodation, but instead relies on the proprietors and advises liaising with them directly regarding your needs. (German language.)

BARBADOS

Fully Accessible Barbados

Fully Accessible Barbados (FAB) is a program run by the Barbados Council for the Disabled, whose main purpose is to raise the quantity and quality of services available to PWD. There's heaps of information on this website covering everything from accessible bathrooms and parking to accessible hotels and restaurants. There are also contact details if you would like to use a beach wheelchair.

BELGIUM

Access-i

This site, covering the French-speaking region of Wallonia, allows you to identify the level of accessibility of a building/ venue or event based on on-site audits. It uses a simple colour-coded system: green means accessible independently; orange means you should phone ahead; white means an information sheet is available for you to make your own judgement as to the suitability.

Handy.Brussels

This organisation works in collaboration with Visit Brussels. The mobile-friendly site supersedes the **Brussels for All** guidebook for travellers with reduced mobility published in 2013 (still available at the hyperlink). It presents access information in the form of easy-tounderstand pictograms for hotels, museums and other tourist attractions, among many other types of venue, for PWD. You can filter according to district and/or access need, or you can use the map-based search facility.

The Transport tab gives a great deal of information about all forms of public transport in Brussels (as well as trains in Belgium as a whole), as well as information for those driving their own vehicle.

On Wheels

Map-based way-finding app showing the location of 24,000-plus wheelchairaccessible venues, toilets, shops and parking in Ghent, Antwerp, Bruges, Kortrijk and Hasselt. Can be personalised according to individual wheelchair sizes and capabilities – a feature we've never come across on another app. Users can add reviews and report incorrect information. (Also available in English, French, Dutch, Portuguese, Spanish and German.)

VisitFlanders

This is one of the tourism bodies setting a fantastic example in promoting accessible travel. With this page as a starting point, you can plan your entire trip in Flanders: *everything* is covered, from things to do, accommodation and transport to care and assistance. Information on each page is also given in a subtitled video in sign language!

Click on 'Plan Your Trip' for a mapbased search for accommodation, activities and points of interest. Click on 'Brochures' to download any of several very useful free guides. This is one of the most well-thought-out and practical websites I have ever come across in the accessible travel sphere.

Its up-to-date and comprehensive 60page **Bruges, Accessible for Everyone** provides information about museums and attractions, pubs, restaurants, public toilets, tourist information offices, accommodation, care, transport and parking. The handy **map**, downloadable from the same page, tells you exactly how to avoid obstacles if you have restricted mobility or are a wheelchair user.

The 128-page downloadable Englishlanguage **accessible day trips brochure** is packed with detailed access information useful for wheelchair users, people with a food allergy, the deaf and hearingimpaired, the blind and vision-impaired, and people with a learning disability.

A Great War Centenary – Accessible for All contains information about a visit to Flanders Fields, including cafes and restaurants, sights, museums, public services, transport, assistance and care.

A complete list of VisitFlanders' accessible travel publications, including accessible holiday accommodation catalogues and a selection specifically for visually impaired visitors, can be found here.



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Top:

Man and woman in wheelchairs with three people on a park bench enjoying the sun in Egapark, Erfurt

Middle:

Male wheelchair user and kneeling woman with Rheinsberg Palace in the background, Brandenburg

Bottom:

Male and female wheelchair users on the Hamburg waterfront

© HHT/ANDREAS VALLBRACHT



BRAZIL Adapt Surf

Set up in 2007 by Pirata, the godfather of adaptive surfing, this Brazilian nonprofit association not only runs an adaptive surfing program, but also promotes social inclusion of PWD to access to leisure, sport and culture. (Portuguese language.)

Lonely Planet

Lonely Planet sent wheelchair user Emily Rose Yates to write Accessible Rio de Janeiro to coincide with the 2016 Olympic and Paralympic Games. It includes neighbourhood-by-neighbourhood accessible top tips, where to surf and samba with local organisations for PWD, and how to explore the lively nightlife scene and take in amazing beach views from Pão de Acúcar (Sugarloaf Mountain). From what to expect when you land and how to avoid the hassle of unexpected barriers, to planning an accessible weekend, this guide has it all. The International Paralympic Committee ordered a consignment of these guides to provide to Paralympic athletes as part of their welcome pack. It's available to the public as a free downloadable e-book.

CANADA

Access to Travel

This government website provides information on accessible transport and travel across Canada for PWD and seniors, as well as for their families and caregivers. It includes information on transport between Canadian cities by air, rail, ferry and intercity bus; local transport; accessibility of airport terminals; provincial tourism; service standards, and much more.

Accessible Nature

A collection of links to places in the USA and Canada where you can go to enjoy nature with minimal obstacles: included trials are either wheelchair accessible or suitable for easy walking. There are also inclusions for people with vision impairments. There's an impressive amount of information here, listed stateby-state and province-by-province, but although the goal is firsthand verification, many of the links have been sourced through internet research.

Accessible Niagara

Guide covering attractions, places to stay, restaurants, recreation, shopping and entertainment in Niagara for the mobility-impaired, with the vast majority of the venues personally audited by site owners Linda Crabtree and Eileen Zarafonitis. There's a useful list of FAQs.

Accessible Road

Detailed information about activities and attractions throughout Québec for travellers with disabilities, maintained by **"Kéroul" on page 22**. There is a search engine for venues and services, filterable by disability and segmented by region.

AccessNow

Crowd-sourced, map-based database of accessible (and inaccessible) places, with an epicentre of entries in and around Toronto, but an increasing number of venues added around the world, particularly in Europe and the USA. Now available as a mobile app.

AccessTO(ronto)

Searchable database (also available in map view) of professionally reviewed

accessible venues: restaurants, cafes, bars and live music venues in Toronto. Also includes a few resources and blog entries.

Adaptive Adventures

Established by nonprofit charitable organisation Community Recreational Initiatives Society (CRIS), Adaptive Adventures, based in the Okanagan Valley of British Columbia, provides adaptive hiking, cycling, paddling, snowshoeing and cross-country skiing day trips.

Adaptive Travel

Another initiative of CRIS, Adaptive Travel provides multiday adaptive adventures and camps for individuals and groups across Western Canada and the USA, from remote hiking and kayaking excursions to cycling trips, caving adventures and rock climbing and rappelling.

Alberta Parks

Alberta Parks' inclusion and accessibility page. There's lots about policy and projects, but not much practical information.

BC Ferries

If you're planning to use ferries in British Columbia, this is the page to visit if you have access needs.

British Columbia

British Columbia's official page for visitors to the province with disabilities, covering transport, accommodation and things to do, including details about visiting Whistler and various adaptive ski and snowboard programs. There is also useful information for travellers with support animals and those with a speech or hearing impairment.

Canadian Air Transport Security Authority

Official Canadian security screening procedures and information for PWD.

Canadian Transportation Agency

This official Canadian government guide is a great resource for accessible travel in Canada (with some information on travelling abroad from Canada). covering travel help for PWD. accessibility standards for various forms of public transport and how to make complaints about accessibility issues in Canada's transport sector. It's especially useful if you're planning to cross a provincial border. In addition to practical information and useful contact numbers/websites, there's also plenty of advice. Would that all governments were as on the front foot as Canada's in this respect!

Edmonton

Lots of resources for residents and visitors to Edmonton with disabilities, including a PDF accessibility guide to community facilities and parks, as well as recreation opportunities, and listings of agencies and groups that provide resources for people with diverse needs.

Kéroul

This nonprofit organisation, founded to promote access to tourism and culture for people with restricted physical ability in 1979 in Québec, hosted the inaugural global summit on accessible travel, **Destinations for All**, in 2014. It is also cohosting the second **Destinations for All** summit in Brussels in October 2018. The site contains heaps of information for PWD, whether resident or visitor, and includes a search engine with accessibility filters for establishments.

Parks Canada

Parks Canada has been working hard to make its parks more accessible and understands that half the battle is to make information available. Navigate to the individual park page, click on 'Plan Your Visit', then click on 'Accessibility'– although the hierarchy is not consistent, so you may need to search around a little. Following are three examples of park pages providing information on accessibility for those with mobility, hearing and visual disabilities:

Glacier National Park

Jasper National Park

Prince Albert National Park

Québec for All

Set up and maintained by "Kéroul" on page 22, this searchable database covers Québec's main tourist regions, including hundreds of accessible tourist sites. Explore things to do according to particular interest – from art museums and shopping to sports and activities – or by region, or follow one of the suggested itineraries.

Société de Transport de Montréal

All you need to know about how PWD can use public transport in Montréal.

Spinal Cord Injury BC

This SCI support organisation has a list of accessible hotels in British Columbia (unverified), broken down by district. This page also gives details of the Agur Lake Camp, whose cabins, trails and layout are designed to cater to families that include a wheelchair user.

Toronto Transit Commission

All you need to know about how PWD can use public transport in Toronto.

Whistler Adaptive Sports Program

This society offers the opportunity for adults and children with both physical and cognitive disabilities to access one of the world's best mountain resorts and participate in an incredibly broad range of activities – alpine skiing and racing, snowboarding, Nordic skiing, hiking and trail riding, hand cycling, biking, canoeing, kayaking, rowing, swimming, triathlons, running, yoga and gymnastics – at all levels from 'grassroots to the podium'.

CROATIA Village for All See entry in the Italy section.

***TOP TRAVEL TIP**

Plan ahead and plan well. Only you know what your needs are, so make sure they will be met.

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Top:

Man and woman with guide canes in Dresden with Frauenkirche in the background

Bottom:

Two smiling support workers assist laughing young man in a river activity, Zion National Park, Utah

CUBA

Asociación Cubana de Limitados Físicos-Motores (Cuban Disabled Association)

Cuban organisation that lobbies for accessibility and disability rights, with a focus on the mobility-impaired. The association is a member of Disabled Peoples' International (DPI), and is probably the best contact for PWD heading to Cuba. (Spanish language.)

CYPRUS

Visit Cyprus

Official Visit Cyprus page for visiting PWD. The Cyprus Tourism Organisation has also published a short **Accessible Cyprus** guide. **Larnaca International Airport** was named most accessible airport in Europe for people with disabilities in 2017.

CZECH REPUBLIC

Disway

New (beta-version) map-based userreviewed site for accessible venues in Prague, with a simple yes/no classification for wheelchairs, prams (baby buggies) and vision- and hearingimpaired. Click on an icon and then scroll down to read the text review. Let's hope the take-up in the country expands the database rapidly!

Jedemetaky

Database and search engine for accessible accommodation, eateries and tourist sites, giving detailed access information using icons as well as a traffic-light system: accessible, partly accessible or not accessible. You can search using filters for your access needs as well as via a map.

DENMARK

Access Denmark

Official Access Denmark accessibility page, including a search engine for service providers – of everything from libraries to ferries, petrol stations and parking – who have joined the Accessibility Label scheme. Caters to disabilities of all kinds, including asthma and/or allergies and reading disabilities. Indispensable source of information for visitors to Denmark who have a disability. Also covers Iceland.

Aarhus Pilot

Set up by **Kirsten Kester**, this is an accessible guide to Denmark's second city. Although the focus is on wheelchair access, there is also information for people who are sensitive to sound due to migraines or acquired brain injuries. Kirsten gives an overall rating, as well as ratings for wheelchair accessibility and noise level for all sorts of things, from cafes and restaurants to museums and art galleries.

ESTONIA Invalnfo

Broad-ranging searchable database for accessible venues and accommodation in Estonia, with useful filters and a mapbased search function.

EUROPE ECARF Travel

Listings of allergy-friendly hotels, restaurants, accommodation, products and services from around Europe. (German language.)

Europe Without Barriers

The Europe Without Barriers (EWB) project was set up by a network of organisations, including **ENAT** and the Italian multiple sclerosis foundation **AISM**, to design and promote customisable **accessible tours** and **excursions** in Europe. The consortium operates a number of holiday homes and facilities, as follows:

CASA VACANZE I GIRASOLI

Originally established by AISM, this complex in Tuscany, about 100km southeast of Florence, features not only 51 fully wheelchair-accessible rooms and meeting facilities, but also nine independent bungalows, suitable for people with a mobility impairment (but not electric-wheelchair users). The complex is equipped with an accessible pool and gym and has wheelchairaccessible vehicles as well as mobility vehicles to get around the park. Also offered are private and shared tours to the surrounding countryside as well as Florence. Open from April to October.

RESIDENCE VILLA MATTEUCCI

Located in the spa town of Porretta Terme, about 60km southwest of Bologna, this modern three-storey building has six wheelchair-accessible apartments for rent, each sleeping two or three people, at very reasonable prices. Open from April to October.

CASA LETIZIA

Located in the Dolomites holiday resort town of Auronzo di Cadore, about 120km north of Venice, this four-storey building has eight wheelchair-accessible apartments for rent, sleeping up to seven people, at very reasonable prices. Open from April to October.

CASA PITECUSA

On Isola d'Ischia, an island just off the coast of Campania (and technically part of Metropolitan Naples), this two-storey building has two wheelchair-accessible apartments for rent, each sleeping up to six people, at very reasonable prices. Read the accessibility information tab as there may be limitations for manual wheelchair users and/or larger vehicles. Open from April to October.

Eurosleutel

Information on how to order a euroskey that will unlock more than 10,000 public facilities reserved for the elderly or PWD throughout Europe.

Eurostar

Information about accessible travel on trains connecting London with the Netherlands, France and Belgium, covering people with reduced mobility, wheelchair users, assistance dogs, unaccompanied children and toilets/ baby-changing facilities.

Fédération Internationale de l'Automobile

Can you use your disability parking permit overseas? Click on the map or use the menu at the bottom of the page to access extremely useful details regarding parking regulations applicable to owners of disability parking permits.

Man in Seat 61...

A barebones guide to train travel throughout Europe for wheelchair users from the ultimate train geek.

Pantou

Pantou is the Greek word for 'everywhere'. This website, an initiative of ENAT supported by the European Commission, is a searchable directory of suppliers of accessible tourism services in all EU and accession countries. It also includes more than 500 suppliers such as travel agents and tour operators who provide accessible services to Europe-inbound customers. The Pantou directory makes it easier for tourists with any kind of access needs to find what they are looking for when planning a visit.

Schär

Gluten-free holiday accommodation search engine maintained by Europe's leading gluten-free produce supplier.

Wheelchair Travels

Map-based search engine for wheelchair-accessible places in Ireland, Italy, Spain, Portugal, Poland, Germany and Malta. Click on the icon to get a brief overview of the accessibility of the selected venue.

FINLAND Helppo Liikkua

Map-based search engine for accessible facilities and services. Click on 'Get a Badge' to learn more about the accessibility criteria. Click on 'Different Destinations' and navigate via the left-hand menu to find more general information about accessibility in different sectors (hotels and restaurants, transport etc).

Invalidi Liitto

Advice about how to use all forms of public transport in Finland if you are a wheelchair user – I couldn't find any information for people with other disabilities. (Finnish language; note that if you press the EN button at the top right of the page, it annoyingly takes you to the home page, so you will need to use Google translate.)

FRANCE

Accessible

Sponsored by the Île-de-France region (the region surrounding Paris), this project maintains a database of points of interest with accessible facilities in French cities. There seems to be exhaustive information on the accessibility of every post office in France, but precious few other venues seem to be covered at the moment. There is, however, some useful information on a small number of museums, theatres and accommodation options in the centre of Paris.

Handimap

Open-source map with crowd-sourced accessibility data covering five cities in France, with information on everything from roads and transport to public buildings. (French language.)

Handycairn

This very user-friendly and extensive searchable database of tourist and leisure activities is filterable by type of disability, region, type of activity and type of accommodation/restaurant/ service. What's more, there's detailed access information under each entry. This is the English-language entry point.

Infomobi

Detailed information about public transport in the Île-de-France, filterable by type of disability.

Jaccede

One of the most successful usergenerated-content data-gathering organisations, alongside **"Wheelmap" on page 35** in Germany, this French database contains some 75,000-plus points of interest, the vast majority of them in France, assessing them for their suitability for people with reduced mobility or visual, auditory or cognitive impairment. Its modus operandi is to hold an event in successive cities to raise public awareness. Also available as an iPhone or Android app.

Paris Convention & Visitors Bureau

Visitors to Paris with a disability can access themed information on getting there and around, attractions, accommodation and cafes/bars/ restaurants, as well as practical information such as how to rent medical equipment or locate automatic public toilets.

The Accessible Paris Guide brochure, available in French or English as a softcopy download or in hard copy from information points on the ground, provides information useful for people with motor, visual, hearing or cognitive impairments.

Where to Eat is an official eating-out guide for patrons with a disability, helpfully categorised by type of disability: motor, visual, hearing or cognitive. Includes cafes, bars and pubs as well as restaurants. Where to Stay is an official

accommodation guide for PWD, covering hotels, apartments, B&Bs and campsites in and around Paris. The accommodation is divided into two levels of accessibility: those awarded the 'Tourisme & Handicap' label, an approved quality rating that guarantees a high-standard of accessibility, and those which don't have this approved label but are nevertheless accessible.

RATP (Régie Autonome des Transports Parisiens)

Accessibility page for the state-owned Paris public transport operator, with links to details of network accessibility and information for the vision- and hearing-impaired, as well as those using service animals. There's also a link to two other organisations that can provide practical assistance for people with access needs to use the Parisian transport services.

SNCF

Disability access services provided by the French national rail network, including a link to the official limitedmobility guide.

Tourisme & Handicaps

Association dedicated to promoting greater accessibility in facilities for tourism and recreation in France with an official (ie government-backed) accreditation scheme for hotels, restaurants and tourist facilities. There's an associated **search engine**, which is searchable by location and type of disability, as well as type of establishment. Certified establishments conform to the standards that can be downloaded in English from the website.

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MARTYN SIBLEY

www.martynsibley.com

Martyn hails from Cambridgeshire, UK. Soon after starting to blog about life with spinal muscular atrophy, he began travelling more and more. Having now travelled to well over 20 destinations around the globe in his wheelchair, he has become well known for his constant jet-setting. As a frequent public speaker, consultant and CEO of **Disability Horizons** magazine, which he cofounded, he's certainly never bored. Martyn was voted Britain's third most influential disabled person in 2016.

How did your passion for travel begin?

As a child my parents took me to Spain and I definitely aspired to see more of the world when I was older. I've always wanted to be a journalist of the world, which manifested itself early on in life in my fascination for travel programs on TV.

How many countries have you visited?

It's got to be pushing 30 by now. Australia, Japan, Mexico and the USA were my tougher long-distance trips. I've been to most European countries. I also ventured into the African continent, with a recent visit to Egypt.

Where is the most accessible place you've been and why?

It's the wheelchair user's mecca of Barcelona. The whole trip – from airport, to hotel, to attractions, to bars and restaurants – is always easy. I've got a massive love for Spain too which makes my choice biased...but I'm sticking to it!

Where is the least accessible place you've been and why?

I found Brussels very bumpy because of the cobblestones. Plus the pavements



were narrow and had me leaning over sideways. Ironically, when I visited there it was to speak for the European Commission about accessible tourism.

How do you get around the difficulties you face?

Whenever I've faced bad access or discriminatory behaviour, I look for solutions. There's no point focusing on the negatives or things that are out of my control. Naturally I'll take a moment to feel sorry for myself and moan. Then I crack on with the good things that are always there to be found if you're looking for them.

What's your best travel experience?

That's difficult: there have been so many. Going in my wheelchair from John O'Groats to Land's End [the length of the UK]. A couple of road trips around Europe. Filming for the Catalan Tourist Board including going in a hotair balloon. But the biggest challenge I overcame was going to Australia. Aged 21 with all my access needs and two new carers to help me was a scary prospect. But seeing Sydney, Melbourne and Noosa (near Brisbane) made it the best trip ever.

What's your worst travel experience?

All too often a vehicle or a hotel room or an attraction isn't wheelchair accessible. even when I've been told they are. Things are getting better, but this has happened too often in my life already. One trip to Tenerife was particularly bad. The apartment had confirmed online prior to booking it was suitable for me. Upon arrival, I found there was a huge step to get into it. I had just two hours to find a place to stay that night, before the tourist office closed. We found a run-down building which was accessible, but only if I took my whole footplate off to get in the lift...which I had to do every time I wanted to get into or out of the apartment for the entire week!

Which place(s) is/are at the top of your bucket list?

India, because recently I've become more interested in spiritual growth. Mindfulness has become an important daily practice. Plus I love Indian food! I'd also love to see Hawaii one day too, and Cuba. I guess I just love an exotic paradise...

What advice would you give to a traveller with a condition similar to yours?

Don't start with access and equipment. Instead, start by dreaming of your ideal destination – just like anyone else. Once you're excited about your holiday, then get practical about money and your needs. List your 'must haves' and your 'would like to haves'. Start researching online with useful websites and by following influencers. Ask questions in relevant Facebook groups too. Eventually you'll find your way with flying, accessible transport and accommodation, equipment hire and suitable attractions. Just when you feel it's so hard you want to give up, it'll all fall in to place.

What's your favourite travel hack?

Transit seat and urine bags. 100%! The transit seat enables two people at the airport to lift me more comfortably onto the plane seat. The urine bags (less suitable for females, I'm sorry to say) enable me to wee wherever I please, which is super useful on flights and in venues without an accessible loo.

What's the one thing you can't live without on the road?

My phone! It's my office, my entertainment system and my alarm clock.

What could tourism service providers do to make your life easier?

I would say look at Barcelona and copy it. It will cost money to do, but it's a great investment, one that Catalonia (and many more places since!) is already reaping the rewards from. Accessibility is not rocket science: it just involves consideration at the planning stage.

What could other travellers do to make your life easier?

I think encouragement and information sharing is key. I believe this is already happening in abundance though.

Where is your next trip?

At the time of writing I have a trip booked to Tallinn in Estonia next week. I'll be writing for the tourist board and also attending a personal development seminar. Most of all I'll be exploring yet another new place, with all its history, culture and gastronomy.

GERMANY

Association for Barrier-Free Destinations in Germany

Nine areas of Germany putting a particular emphasis on developing inclusive tourism infrastructure and information have formed the Association for Barrier-Free Destinations in Germany, where you will find information in German, English, Dutch, French and Polish.

Baden-Würtenberg

If you're visiting historic southwest Germany, including the Black Forest, with access issues, make this your first stop – there's a search engine for accessible accommodation and a link to a German-language accessible guide to the Black Forest.

Bavaria

German National Tourist Board page for barrier-free Bavaria, with an overview of possible activities. Unfortunately, the Bavarian tourist board seems to have removed all accessible travel content, so links from this page to www.bavaria.by do not work.

Bavaria's **journey planner** allows you to filter your results according to your access needs: click on the advanced options.

Berlin

A very useful page from VisitBerlin, available in multiple languages, with links to themed lists – everything from boat tours to restaurants – as well as insider tips and dedicated pages for people with vision impairments and/or hearing impairments and people with restricted mobility. You should be able to find most information you might need as a traveller to the city with a disability in this one-stop shop.

Berlin for the Blind

German-language site for blind and vision-impaired people visiting Berlin.

Berlin Mobility Assistance Services

For a reasonable fee, this agency provides escorts for the elderly or PWD when visiting friends and relatives, attending cultural events, shopping, going out for a walk, or for appointments of all kinds. They are able to push wheelchairs or guide blind or vision-impaired people.

Berliner Verkehrsbetriebe (Berlin Transport Company)

The BVG apps help identify accessible connections and public toilets close to stations. They also provide information about construction sites.

Brandenburg

Brandenburg Tourism's page dedicated to 'handicapped accessible travel', including a downloadable brochure. The Brandenburg Academy of Tourism has created the website **Barrier-Free Brandenburg**, which provides detailed access information on accommodation, leisure activities and dining venues for people with a variety of impairments, all checked by experts.

Bremen

Information on many of Bremen's public building, art and entertainment venues, restaurants, bars, churches and hotels. There's lots of information here, including a list of accessible toilets. There is the promise of a barrierfree Bremen guide and two maps to assist PWD, but links to these were not available when we visited the page.

Deutsche Bahn

German Railways page for PWD, with contact details for its mobility service centres and links to further information for specific conditions. The Englishlanguage help page seems to have disappeared since our last edition; this is the German-language page.

Dresden

Not an official barrier-free city guide as such, but a municipal publication with some useful links and information for those visiting the city with access requirements. If using public transport, the **journey planner** has a wheelchairaccessible filter (as well as one for walking frame/buggy) under Advanced options.

Düsseldorf

Official barrier-free Düsseldorf page. There's also a downloadable Englishlanguage **Düsseldorf accessible city guide**.

Eifel

Barrier-free page for this low mountainrange region in western Germany and eastern Belgium. Find out how to get there, what to do and where to stay if you have access needs.

Frankfurt

Frankfurt's page for barrier-free travel, including a downloadable brochure and detailed information about sightseeing attractions and transport.

German National Tourist Board

The German National Tourist Board is putting a great deal of effort and a lot of resources into accessible travel, and certainly leads the world in terms of destination management organisations' commitment to accessible travel. This is its official page, with a search engine encompassing 145 destinations and points of interest selected for their exemplary accessibility. There are also links to two downloadable brochures: the 54-page Enjoy with Ease and the 24page Barrier-Free Tourism in Germany. Both of these are essential reading if travelling to Germany with a disability or access issues.

Enjoy with Ease is packed full of practical information for PWD about transport and points of interest, but also has links at the back to useful companies and organisations, as well as to the regional tourism management organisations' accessible tourism pages.

Barrier-Free Tourism in Germany is more of a manifesto, documenting Germany's commitment to ensuring access for all tourists, but still contains a great deal of useful information as well as descriptions of and links to different regions of the country.

Hamburg

German-language barrier-free Hamburg Tourism page packed full of useful information for visitors with disabilities. There are links to separate pages for blind people, deaf people or wheelchair users. If you type in 'barrier free' to the search engine on the main Englishlanguage **Hamisburg Tourism page**, a list of 48 accessible hotels and facilities is returned – you could probably try this on any official German tourism board site!

Heidelberg

Information about the accessibility of public buildings and facilities for people with mobility impairments and other impairments. There's a search engine with filters for type of service/ facility and impairment. The site uses explanatory icons with a brief description about accessibility, and also has photographs of entrances to buildings. (German language.)

Lower Saxony

Accessible travel page for this northern German state bordering the Netherlands. Follow the links for more information and look out for the 'accessibility certified' tick.

Mecklenburg-Vorpommern

Accessible travel page for this northern German state that borders the Baltic Sea. There doesn't appear to be a great deal of information apart from a list of wheelchair-accessible piers, breakwaters and beaches on the Baltic Sea. However, you are invited to contact the tourism body for further assistance.

Mobidat

Berlin-based search engine for a broad range of accessible venues, filterable by type of disability and type of venue. Now includes an events calendar and a search function for personal services. (German language.)

Munich

Official Munich Tourism page for accessible travel with tonnes of valuable information available either online or in PDF format. Covers everything from travel preparations to transport, accommodation, sites and eating out. Click advanced options on the official **Munich journey planner** for a full list of accessibility filters, from pushchairs through to ramp-equipped vehicles.

Münster

Searchable database for accessible accommodation, transport and eateries as well as other tourist services. (German language.)

Reisen für Alle (Travel for All)

Initiated and financed by the German Federal Ministry for Economic Affairs and Energy, and developed in collaboration with the organisation for PWD, **NatKo**, this is one of the most advanced and reliable certification systems for accessible tourism worldwide.

This nationwide labelling system is supported by the 16 federal tourism organisations in the country, and has gained the buy-in of hotel chains and Deutsche Bahn (German Railways) among other industry players, in addition to national disability-related organisations. A broad range of venues is included, all of which have been visited by specially trained surveyors who collect accessibility data using standardised questionnaires. The searchable database is filterable according to type of venue as well as access needs, allowing people to assess the suitability of venues according to their specific needs.

At the moment, this is a Germanlanguage only website, but a relaunch is planned that will include English. There are also plans to integrate the database into the national tourism website, www. germany.travel.

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MEINNIEDERSACHSEN

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Top:

Male wheelchair user in front of the Taj Mahal

Middle left:

Man and woman signing to each other in Hamburg

Middle right:

Male wheelchair user and female companion in a beach chair, Lower Saxony

Bottom:

Man and woman with guide canes crossing the street in Hamburg

Rhineland-Palatinate

Accessible travel page for this southwestern German state bordering France. There's not a lot of detailed information on this page, but navigate to the individual regions on the top left of the page and scroll down to the bottom of the page for accessible packages and information about accessibility of establishments in each region.

Saxony for All

Accessible travel page for the eastern German state of Saxony. Click on 'Travel Topics' to bring up all relevant information for accessible holidays in Saxony.

Thuringia

Accessible travel page for this central eastern German state. Again, there is little information on the homepage, but click through to individual locations and venues and you will find detailed accessibility information, including pictograms.

Travelable

Travelable is a project of the nonprofit organisation Sozialhelden, the organisation behind **"Wheelmap" on page 35**. It provides information on mobility for wheelchair users in various cities around Germany and has developed wheelchair-friendly routes for many of them, as well as for Toronto in Canada! For each of the cities, detailed travel and tourist information has been collected, edited and updated in cooperation with local stakeholders and is presented under a number of well-considered categories.(German language.)

Travelable Berlin

Accessible Berlin, presented on this page, provides PWD with detailed travel and tourist information collected, edited and updated in cooperation with local stakeholders presented under a number of well-considered categories. (German and English languages.)

Trier

Trier Tourismus und Marketing extensive database of accessible toilets, parking, free city tours, restaurants, hotels and other accommodation options, as well as information about scooter and power chair hire. (Multilanguage.)

Urlaub im Rollstuhl (Wheelchair Holidays)

Listings of accessible holiday accommodation – including everything from houseboats and campsites to guesthouses, hotels and holiday villages – primarily in Germany and Austria, searchable by map or text. Note that the site owner accepts no responsibility for the accessibility or otherwise of accommodation, but instead relies on the proprietors and advises liaising with them directly regarding your needs. (German language.)

Wheelmap

This is almost certainly the largest database of accessible locations in the world (640,000 and counting), although the density of reviewed locations thins out as the distance radiates further from Germany. The map uses data from the Open Street map to show wheelchairaccessible locations, and was developed by German nonprofit association Sozialhelden. Locations are assessed by a simple traffic light system: accessible (green), partly accessible (orange) and inaccessible (red) – based on user feedback. Also available as an iPhone or Android app.

GREECE

Greece4All

Search for accessible tourism venues, facilities and activities in Greece collated by the social enterprise Amphitrite, a member of ENAT.

HONG KONG

Access Guide

The Hong Kong Society for Rehabilitation created this visitors guide to accessible facilities in Hong Kong in 2010. Although it's a few years out of date, there is plenty of useful information about facilities, services and public transport, as well as some valuable web links. Click on 'Information on Accessibility Information of Location in Hong Kong' for a handy search facility.

Discover Hong Kong

Official Hong Kong tourism board page with lots of useful information and links for travellers with access needs.

HUNGARY

We Love Budapest

No less than a mini accessible Budapest guide for people with reduced mobility, with comprehensive information about transport around the city as well as information about major tourist sites and the city's numerous festivals, and lists of accessible restaurants, cafes and bars.

ICELAND Access Denmark

Official Access Denmark accessibility page, including a search engine for service providers – of everything from libraries to ferries, petrol stations and parking – who have joined the Accessibility Label scheme. Caters to disabilities of all kinds, including asthma and/or allergies and reading disabilities. Indispensable source of information for visitors to Denmark who have a disability. Also covers Iceland.

INDIA Billionables

Referring to the estimated number of people living with a disability in the world, this India-based user-review website and associated app maintains a searchable database of a variety of disabled-friendly venues and services. The app appears to be more functional since you can apply a great many more access filters according to your needs.

IRELAND Access Earth

User-reviewed map-based database with grand ambitions! The majority of establishments reviewed – everything from cafes and restaurants, through hotels and shops to entertainment venues and even places of study – are situated in Dublin, which is where the young students who developed the app are from, but there are a couple of venues as far away as the USA and New Zealand. Now available as an app.

Accessible Ireland

Maintained in memory of avid traveller Owen Miller, this site hosts brief
descriptions of places to stay, places to eat, attractions and means of transport. Note that Owen passed away in 2010 and there is no date stamp on any of the reviews.

Belfast City Centre Management

A 68-page access guide to a wide variety of venues in Belfast city centre, using simple pictograms to define accessibility. Does not cover accommodation.

Ireland Tourism Board

Official Irish tourism board accessible travel page with useful information and links for travellers with access needs, especially for transport and travel.

Mobility Mojo

ENAT member that maintains a search engine for accessible places and transport in and around Dublin with relatively detailed access information on each reviewed venue. You can search by type of venue or using the map, and can refine your results according to your needs.

Wheelchair Travellers

Set up as a user-review website, but only a handful of hotels and a solitary pub in Ireland have been reviewed by the site founder, Paul Colley, in 2015–16. Includes detailed access information and photographs.

ISRAEL & THE PALESTINIAN TERRITORIES

Access Israel

Links to information on accessible trips, leisure activities, transport, rental equipment and accommodation, as well as to commercial tour operators.

Access Unlimited

Founded in 2000 by a group of accessibility professionals with the goal of promoting physical accessibility as well as accessibility to information resources for PWD. Click on 'Accessible Tours and Tourist Sites Access Information' for detailed accessibility information as well as recommendations on accessible tours in Israel. The search engine can be tailored according to type of disability, area and type of venue.

ITALY

About Roma

Basic information about transport in Rome for PWD, including arrival at the airport, getting into the city and various forms of public transport. There is also a contact list for drivers with wheelchairaccessible vehicles.

Accessible Tourism

The cooperative Florence Planet provides very useful and detailed access information on places of interest and public transport in Florence and Siena – look under the Destinations tab. As a partner of **Village for All**, it has also accredited a handful of hotels in the region. See also the **"Accessible Tourism" on page 140** under tour operators.

Cesare Serono Foundation

This nonprofit has a page dedicated to travel with a disability, with information about all forms of transport. It has also created a list of **accessible beaches** in Italy. (Italian language.)

Cosy for You

Promoting accessible tourism is only one of the activities of this social enterprise whose mission is to promote social inclusion and change attitudes towards people with particular needs, including not only PWD, but also the elderly, women in difficulties and minors at risk.

Located in the Campania region in southwestern Italy (capital, Naples), this company offers a variety of tours backed by a wealth of experience and knowledge – it offers training for local tourism service providers. While the information about tours is in English, there is also a great deal of useful access information in Italian on particular sites in each of the major cities in the region: click on Cosy [city name] at the top of the page for a list of audited venues.

Its inbound services, focusing on the Campania region around Naples, cater not only to individual and group travel, but also encompass organising conferences and meetings. Its outbound services are organised through a network of accessible travel specialists. The main website is Italian-language, but there is a new **English-language website**, albeit not as well populated.

disMappa

The disMappa project has been running since 2012 with a mission to both map wheelchair-accessible places in Verona and lobby for more events to become wheelchair accessible. In addition to the map itself, you will also find very basic information about the wheelchair accessibility of many of the city's facilities – not just tourist sites, but also shops, restaurants and events. You can also find out where to locate an accessible toilet.

Milan

Official city tourism authority page for visitors with disabilities. In addition to an introduction about accessible transport in the city, there are 12 digital, interactive itineraries specifically designed for tourists with disabilities. There are also details of a special project that has made 15 of the city's most prominent churches accessible to all through the use of multisensory and multimedia panels for the visionimpaired. Click on the 'Milano per Tutti' panel to access much more detailed information.

***TOP TRAVEL TIP**

Make sure equipment is in good working order and find out if there is a local service agent or supplier who can repair or replace it.

CHÉRIE KING

www.flightofthetravelbee.com

Chérie was born Deaf and is a thyroid cancer survivor but has never let either fact deter her from travelling far and wide. She circumnavigated the world on a ship with **Semester at Sea** for four months, and was featured in an **Apple iPad Air commercial**. She's bilingual – fluent in English and American Sign Language. She hopes to raise awareness of the needs of Deaf people and strives to educate companies around the world on how to make their products more accessible.

How did your passion for travel begin?

My mother inspired me to travel. She never once made me feel that I couldn't travel because of my Deafness. Ever since I can remember, she would pack up the car in the middle of the night and take off on a road trip with all of us in tow. We drove across the country, from the plains of Kansas, to the Rocky Mountains, all the way to the California coast. I discovered how much I truly loved travelling on those trips, documenting each with my Polaroid in hand.

How many countries have you visited?

I've been to 36 countries, and hope to add as many more as I can.

Where is the most accessible place you've been and why?

England, thanks to its museums. I was so surprised to see that English museums had closed captioning on their educational videos. Some even supply you with an iPad loaded with captioned videos. I also loved the Citymapper app, which alerted me when I needed to get off bus/Tube stops, which is really helpful considering sometimes announcements and the visual banners don't work. I was also impressed to see



plays that employ Deaf and hard-ofhearing actors.

Where is the least accessible place you've been and why? How did you get around the difficulties you faced?

That would have to be Ghana. Cities like Takoradi are chaotic: the shouting from the cab drivers as I tried to hail a taxi made it hard for me to figure out what was being said, and the lack of signage made it difficult for me to get around the city. I had to rely on my best friend with whom I was travelling, and it's not good to feel like a burden.

What's your best travel experience?

I have two travel experiences that I cherish. In 2011, I was fortunate enough to circumnavigate the world via ship with Semester at Sea, sailing to 12 different ports, from Dominica to Taiwan. Another memorable travel experience is the time I worked on an Apple iPad air commercial. I'll never forget travelling with the crew for five weeks to Iceland, Morocco and Vietnam.

© FLIGHTOFTHETRAVELBEE.COM

What's your worst travel experience?

I certainly have some hair-raising travel experiences that I could share, but the most memorable would be the time I travelled with my family to England and Ireland. It was my family's first international trip abroad together, and boy, what a doozy it was! In the span of two weeks, we had an emergency landing in Shannon, due to a passenger's collapse, where we were stranded for five hours. during which we lost our apartment rental; my mom sprained her ankle; we got mugged and stalked, and had to cancel the rest of our trip to Italy and France as a result. Oh and we all had the flu. At least we can laugh about it now.

Which place(s) is/are at the top of your bucket list?

Japan, as I've tried three times to visit the country and each time it fell through. The first time, I was on a ship to Japan when the 2011 Tohoku earthquake caused the Fukushima nuclear meltdown and tsunami. Luckily, we were at a relatively safe distance and our ship was just hit with a large wave.

What advice would you give to a traveller with a condition similar to yours?

Don't be afraid to travel: you will be surprised at how accommodating people can be. Most of the time, people want to relate, learn sign language or ask questions. Also, there is a plethora of devices and apps these days that can make your travels easier; App in the Air and Citymapper are a must for your phone! Bring backup hearing aids, batteries and any additional tools you rely on. Ask your doctor/audiologist if they have contacts in the country you're visiting.

What's your favourite travel hack?

Dawn soap; simple but it is the only thing

that gets oil and grease stains out of clothes, which is a lifesaver, especially if you're on a business trip.

What's the one thing you can't live without on the road?

Apart from the obvious (hearing aid), I cannot live without my phone: it's essential for me to navigate and stay in contact with my friends and family. I also never travel without an eye mask, lip balm, a face mask and Pedialyte powder to stay hydrated on long flights.

What could tourism service providers do to make your life easier?

Many things, like airlines updating their procedures so I am not offered a wheelchair because I am Deaf. I would also love it if airports had closed captioning and visual announcements to alert me when it is time to board. The lack of captioning on in-flight videos is shocking, extremely frustrating and inexcusable.

What could other travellers do to make your life easier?

Try to be understanding when I cannot understand what is being said. It may be frustrating having to repeat yourself a second or third time, but please do if I ask. If you know sign language, don't be afraid to use it: you'll make my day! While I love talking to people about my Deafness, I don't like hearing how awful being Deaf must be: it's simply hurtful. Also, talk normally and slowly; don't shout, cover your mouth or look away, as I can't understand clearly when you do any of those things.

Where is your next trip?

London in November, hopefully followed by a Christmas cruise through Germany, Austria and Hungary.

South Tyrol for All

Plenty of detailed access information for this northern Italian province, including not only tourist sites, but also restaurants and even hikes (German and Italian languages). There is a search engine for accommodation with filters for different accessibility features. There are two German-language barrier-free guidebooks – one for culture and one for nature – available free from its office in Merano.

Strabordo Association

This nonprofit association promotes accessible travel and works with tourism service providers to offer tours directly to the public. (Italian language).

Terra Raetica

The Tirol regions of Austria, Switzerland and Italy have together created this accessible travel portal, whose primary function is as a search engine for (mainly wheelchair-) accessible accommodation, eateries, nature visitor centres and leisure activities/sports. There's a rating system (1–3 wheelchairs) and detailed access reviews for many of the venues in the database.

Tourism Without Barriers

Searchable database of accessible attractions and accommodation throughout Tuscany. Also features suggested itineraries, and an extensive list of links to accessible tourism information in other regions of Italy, including a number of city guides. (Multilanguage.)

Turismabile & Piemonte for All

This ENAT-affiliated organisation runs a project funded by the Piedmont Region

Department of Tourism, which has been working to develop accessibility in the region for more than a decade. Numerous themed and geographical accessible itineraries have been developed and can be downloaded as Italian-language PDFs. A number of accessible tour packages, both culinary and active, are also offered. Perhaps most usefully, there is a long list of tourist attractions and hotels with professionally verified details about their accessibility in Turin, Piemonte and Northern Italy. (Italian language.)

Venice

The City of Venice's accessibility page contains plenty of very useful information, including how to get to the city, useful links for planning before you arrive, an accessible map, information about accessible gondola rides, public transport and wheelchair rental. There are also 13 suggested itineraries designed for wheelchair users and information about accessibility for some of the city's key events.

Venice for Visitors

Useful introductory article if visiting the city with access needs, with a link to accessible accommodation listings.

Village for All

This Pantou-listed supplier performs on-site audits of tourist facilities in Italy, Croatia and San Marino. Its search engine is filterable by region and theme, plus other categories such as beach wheelchair, swimming pool hoist and allergy-friendly. Most of the 70+ facilities are accommodation providers, ranging from camping grounds to high-class hotels. Each is given an accessibility score in six categories: food allergy friendly, wheelchair friendly, hearingimpaired friendly, vision-impaired friendly, family-friendly and seniorfriendly. There is a short description of the facility, but more details can be requested from Village for All. Holders of a V4A card are entitled to discounts.

Visit Tuscany

Accessible Museums An extremely useful list of accessible, partially accessible and inaccessible museums in Florence, with access information for those museums that are accessible.

Art for the Visually Impaired A short article focusing on access to art for the visually impaired in Tuscany.

JAPAN

Accessible Japan

Josh Grisdale has really established himself as the go-to person when it comes to questions of accessibility in Japan. He's active in social media, verv knowledgeable and well-connected. His site has detailed information about accessibility for a variety of impairments, accompanied by numerous informative blog posts. There is a growing database of accessible accommodation listings, plenty of information about tourist attractions and an excellent series of videos. He invites questions either directly from the website or on his newly established Accessible Travel Forum, You can also buy the Accessible Japan guide to Tokyo.

Bmaps

With input from PWD, Mirairo has developed an app called Bmaps for

collecting and sharing the accessibility information of venues such as restaurants, shops and public facilities. In addition to information on physical accessibility, other documented features such as whether a place is quiet or well-lit will be useful to people who are sensitive to noise, those with vision or hearing impairments or those with age-related deterioration of sight and/or hearing. Available for PC, iOS or Android in Japanese, English and Spanish.

Japan Accessible Tourism Centre

Nonprofit organisation based in Osaka that has removed the first barrier to access that foreigners visiting Japan face: language. Written and maintained by Japanese PWD, there is detailed information in English, French, Spanish, Russian, Korean and Chinese (as well as Japanese) covering attractions and hotels in every area of Japan. There are also useful tips for people not used to travelling in Japan or Japanese customs.

Kyoto

VisitKansai's introduction to this historic city for wheelchair users, with an overview of the main temples and which are accessible, information about public transport and a link to an accessible taxi service.

Odigo

This Japan-based trip-planning website has put together a Tokyo day trip for wheelchair users that you can view online or download as a PDF. It has also published a short but informative article about public transport in Tokyo: **Wheelchair-Accessible Tokyo**.

Wheelog

App with user-generated information for wheelchair users. Not only does it map places of interest, it allows also accessible routes, so you can learn from locals how to avoid certain obstacles, where to cross the roads etc. Available for iOS and Android and works in Japanese and English.

JORDAN

Accessible Jordan

Aya Aghabi is on a mission: to make it easier for people to find accessible places in Amman and other Jordanian cities. Through personal experience, she realised there was a lack of information which she hopes her website will help to remedy. Her informative and easy-tonavigate website includes venues that are accessible under the categories food and drink, art and culture, and tourist attractions. She also has an Englishlanguage blog.

KOREA

Accessible Korea

Founded in 2007 by wheelchair user and seasoned traveller Seoyoon Jane Hong, this website is building up content and progressively translating its information into English. There is currently information about travel and transport for PWD and access information for a dozen major tourist sites. This is not a commercial site, but the volunteer administrators can provide advice for travellers and introduce them to local travel agents and tour operators.

Seoul Metropolitan Government

Information about accessible public transport and taxis in the Korean

capital, including a useful search function to find out about accessible facilities on the subway.

Visit Seoul

Official tourism office page, giving travel tips for PWD visiting Korea. Provides a little more detailed information on transport around the capital, but nothing about the accessibility of tourist sites.

LATVIA

Mapeirons

Map-based search engine and mobile app for accessible venues in Latvia, the Baltics and beyond. (Mostly Latvian language.)

LUXEMBOURG

Government of Luxembourg

If travelling on the national railway network as someone with reduced mobility, this site will tell you how to book assistance (at least 48 hours in advance) and allow you to search for accessibility at all stops and stations.

MALTA Visit Malta

The official tourism body provides scant information on this page: most of the information consists of a list of accessible beaches.

MEXICO

Todo Accesible (All Accessible)

Search engine covering everything from accommodation to entertainment, restaurants, clubs and services. (Spanish language.)

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Тор:

Three wheelchair users on Alcatraz Island

Bottom left:

Couple pushing young girl in a wheelchair, Antwerp

Bottom right:

Female with guide cane and female companion exploring Talbot House, Poperinge, Belgium

© VISITFLANDERS

MONACO

Government of Monaco

Access map and details of an accessible beach from the government of this small principality. Information from the national company seems to indicate that most buses are wheelchair accessible.

NETHERLANDS

Accessible Utrecht

Searchable database of accessible buildings in Utrecht, including public buildings as well as pubs, restaurants and cafes etc. Sadly, only the homepage, Explanation and Find a Building links appear to be functional.

Dutch Railways (Nederlandse Spoorwegen)

Information about using Dutch Railways if you have a disability. Scroll to the bottom of the page and click on 'NS Travel Assistance' for more useful information. (Dutch and English languages.)

Museum 4 All

This great website provides an at-aglance overview of the accessibility of many museums in the Netherlands, with more detailed information when you click on the museum name. There are also user reviews to complement the given information. Importantly, access information is not limited to those with mobility issues, but also includes plenty of information for those with, for example, vision impairments. (Dutch language.)

Ongehinderd (Unhindered)

Dutch website and app showing wheelchair-accessible venues across the country. (Dutch language.)

Utrecht

Information about the accessibility of public buildings in Utrecht. You can search by name of building or by categories. There is detailed information about each building, including the entrance, stairs, elevators, parking and public transport.

NEW ZEALAND

Arts Access Aoteroa

Information about accessing the arts in New Zealand, including news, a community blog and upcoming national and local events.

Be.Accessible

Search engine covering everything from accommodation to transport and services, filterable by access needs, maintained by a social change initiative with a mission to create a truly accessible New Zealand.

Department of Conservation

This page has a number of links that together make up an easy guide to Fiordland. There's detailed information about individual walks, visitor centres and camping areas. All tracks listed on this website are graded from easy access/wheelchair-accessible to expert.

New Zealand Association for Spinal Concerns

This nonprofit has a huge page of useful links, including ones related to travel and transport, mainly but not exclusively in New Zealand.

Office for Disability Issues

On this page is a list of accessible maps of cities around New Zealand.

Oyster Accessible Travel

At the same time as being a commercial travel agent specialising in travellers with mobility needs, this site contains detailed access information for many of the tourist attractions and bookable accommodation. The site is also really well designed, with different entries into what you're searching for, whether by map, by category or by filter. Don't miss the informative Blog and Useful Links tabs, not to mention the Categories section at the bottom of the page.

Southland District Council Accessibility Map

A handy guide to wheelchair-accessible toilets, tracks, museums, cafes, restaurants and more in the Southland District Council area, the southernmost tip of New Zealand's South Island.

Weka

This website for PWD, their families and caregivers has a very useful database of information covering both transport and travel. Other useful links on this website tell you where you can get your equipment repaired.

POLAND

Tourism for All

Database of accessible venues, accommodation, transport, parks, events and so on. It sounds great, except that the initial project was undertaken in 2008 and it is unclear whether entries have been updated since that time.

PORTUGAL

Accessible Portugal

Founded in 2006 as a nonprofit organisation to promote accessible tourism. Of most use to the traveller is the TUR4All Portugal app - developed with the expertise of **PREDIF**, which launched the Spanish version in 2012 - and website launched in 2018. The app and website is a search engine with about 2300 venues, many of which have been assessed by professionals who have gathered detailed accessibility data. You can apply appropriate filters, and have the option of giving your own rating and review. There's also a brief introduction to travelling in Portugal as a PWD, listings of accessible tourism service providers and an accessible experiences section. (Portuguese language.)

Lisbon Visitors & Convention Bureau

This 100-page accessibility guide to the city of Lisbon was published in 2016 by the city's destination management organisation. It is meant both as a planning tool and as an aid to visitors once they have arrived. In general, only facilities and services that can guarantee basic accessibility have been included and each has been visited by an expert to conduct an accessibility survey, resulting in each facility being assigned relevant icons. Step-free routes have been mapped for each locality featured.

Visit Portugal

Basic information about accessibility in Portugal from the official tourism body.

QATAR Accessible Oatar

Database of accessible venues in this small Gulf nation, combining expertaudited accessibility data with user submitted reviews, viewable in list or map format. The website's functionality is high – you can filter by type of disability – but the content is fairly limited. There is a useful directory giving information about services for a broad range of disabilities. I was personally invited for the conference that launched this progressive initiative enabled by the financial backing of chemicals company Sasol. Also available as a mobile app.

ROMANIA

Accessible Romania

Project-managed by Irina Gorganeanu of **"Sano Touring" on page 147**, this portal for nonprofit Association CED (Centre of Excellence Through Diversity) Romania hosts a number of blog-style articles related to accessible travel in the country.

Motivation Romania Foundation

This nonprofit NGO, established in 1995 to support Romanians with disabilities, maintains a searchable, map-based database of venues, classified as accessible, partly accessible or inaccessible. The English-language button does not work.

RUSSIA

InvaTravel

This Russian-speaking community of PWD love to travel and share information about their experiences of barrier-free tourism, posting reviews and reports about accessible resorts, cruises and vacations. By their own admission, Russia is not very accessible and they have found it easier to find information about accessibility in other countries. Nonetheless, there are some useful and interesting blog posts under the Places and Helpful Tips tabs. The Travels tab includes blog posts about international travel. (Russian language; the English button at the top right of the screen doesn't translate all text on the page.)

SAN MARINO Project for All

Another initiative from **"Village for All" on page 41** offers interactive guides to Italy and San Marino, as well as two downloadable e-books: one specifically about bathing and beaches for the public and the other containing guidelines for tourism operators to better serve guests with access needs. (Italian language.)

Village for All, in conjunction with Consorzio San Marino 2000, has produced a 28-page special **San Marino: A Destination for Everyone** guide to this microstate located near the northeast Italian coast, east of Florence. There is a minimal amount of access information on tourist sites, and accessibility ratings given for three hotels, with hyperlinks to more detailed access information on the Village for All website.

San Marino for All

Official page of the project to bring accessibility to this microstate, with information on where to go, what to visit and where to stay.

SERBIA

Serbian Railways

Information for PWD from the national railway network.

SINGAPORE

Disabled People's Association of Singapore

Check out this excellent site if you're visiting this extremely accessible city. The Resources tab has a page dedicated to Accessible Singapore for Tourists.

Friendly Built Environment Portal

The Singapore government – one of a handful of countries that has officially adopted Universal Design principles although it is already one of the most accessible cities in the world – maintains a 'friendly building' search engine, with a variety of filters, including user group (not only various disabilities, but also families with children and/or pushchairs), friendly features, and level of friendliness!

Visit Singapore

Official tourism body page for one of the most accessible cities in the world, with information about and links to accessibility on different modes of transport and the built environment.

SLOVENIA

Ljubljana

The City of Ljubljana has produced an **informative video** about its accessibility, especially useful for the vision-impaired.

Slovenian Tourist Board

The accessible tourism page from the Slovenian Tourist Board provides a good overview of accessibility in the country, as well as some specific recommendations for accessible sites and activities.

SOUTH AFRICA Accessible South Africa

Brand-new site listing accessible accommodation activities, restaurants etc as well as tour operators catering to the accessible travel market. In its pilot phase it's focusing on the Cape Town area but promises to extend to other provinces later.

Proudly Accessible

Map-based searchable directory of accessible accommodation,

***TOP TRAVEL TIP**

Take twice the medication you need and pack it in separate bags in case one goes missing. Take a list of the generic names and spare prescriptions.

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Top:

A man is guided around the exhibits on display at the Kelvingrove Art Gallery & Museum, Glasgow

Bottom:

Smiling female support worker pushes laughing female wheelchair user along a track, Parowan Gap petroglyphs, Utah tourist attractions and restaurants assessed by a qualified occupational therapist. There's lots of detailed information, including photographs of accommodation bathrooms. There's also a short page of useful links, both local and international.

SPAIN

Accesible Info

Searchable database of accessible facilities of all kinds in Spain, including tourist accommodation. Participating venues pay an annual fee for a seal of approval (differing categories are awarded) following an on-site audit. (Spanish language.)

Accessibility Plus

Madrid-based, Vodafone-funded, userreviewed, map-based Android app with some 41,600 points of interest, from ATMs to beaches. Search your country's iTunes app store for the iOS version.

Accessible Catalonia

Accessible Catalonia guide, hosted by ENAT, dating from 2008, covering 19 destinations.

Accessible Madrid

This award-winning ENAT member is the foremost accessible tour operator in the Spanish capital with long experience in and commitment to accessible travel. Its appearance in this section is because it curates its own **accessible tourism newspaper** and has created its own mobile app and audio guides of accessible cultural routes in several Spanish cities.

Accessible Tourism Catalonia

This ENAT-affiliated organisation provides excellent resources for anyone with access issues visiting Catalonia (capital, Barcelona), covering destinations, accommodation, transport, services (eg equipment rental), places of interest and travel agencies. This multilanguage website allows you to search for accommodation and activities according to your impairment and interest.

Barcelona Turisme

Barcelona Turisme has a multilanguage website dedicated to accessible travel that has all the information you need to know, as befits a city in the vanguard of promoting inclusive tourism: a search engine for accessible places of interest and accommodation, how to get around the city on public transport and links to organisations offering tours and adaptive sports.

Catalonia Tourism Board

Official Catalonia tourism board accessibility page. Watch the introductory video that gives an overview of accessibility in Catalonia, which is subtitled and BSL signed, and search for detailed information and suggested accessible destinations/ venues/activities segmented into useful categories.

Equalitas Vitae

This travel agency and tour operator (ENAT member) also hosts a searchable, map-based directory of accessible hotels, restaurants and other facilities and venues, as well as a handful of informative videos from travels around the world.

Fundación Handisport Mallorca

If you're visiting this Mediterranean Spanish island and want to participate in some exciting activities, such as waterskiing, kayaking or blokarting (basically, sailing on land), check out this organisation. (Spanish language.)

Madrid for All

Extremely detailed 400-page accessible guide to Madrid, navigable by category, with the 127 venues visited in person by a representative of peak disability organisation PREDIF. Also includes suggested itineraries/walks. This 2nd edition – while remaining incredibly useful due to the detail of the access information it contains – has likely now been superseded by PREDIF's TUR4all app and Accessible Madrid in 7 Days.

Majorca Council

Accessible tourism guide to Mallorca covering getting there and away, transport, places of interest and beaches, in Spanish, Portuguese, German and English.

Málaga

Themed accessible itineraries produced by the City of Málaga, including cultural, commercial, botanical and monuments. (Spanish-language, but illustrated with numerous photographs.)

Mobility Scooters Menorca

Ostensibly, as the name implies, a site to visit if you would like to hire a mobility device on this small Mediterranean island. However, there's quite a lot of accessibility information through different tabs on this site, including about accessible beaches, places of interest, accommodation, bars and restaurants.

Puedo Viajar (I Can Travel)

Spanish search engine for accessible venues. There's also a page full of Spanish-language accessible travel guides and another tab for blogs. Click on Site Map to access the full menu of what this site has to offer.

Renfe

Spanish Railways page with information on accessibility, including the Atendo service: personal assistance for PWD across the network. (Spanish language.)

Spain-Holiday.com

BARCELONA

A short guide to this accessible tourism mecca.

MÁLAGA

An overview of Málaga's 'Accessible Agenda' and the city's accessibility, last updated in 2014.

TENERIFE

A short accessible guide to this Spanish resort island, last updated in 2014.

Spanish Tourism Board

The Spanish tourism board announces that 'Spain is becoming increasingly prepared for accessible tourism tourism for everyone. Indeed, enormous efforts are being made to adapt to the needs of people with disabilities by eliminating barriers, providing access to cultural and natural resources. creating standards for transport, building and urban planning.' This is true, not simply marketing hype. Here you will find downloadable PDF guides to monuments, restaurants, accommodation and activities as well as to individual areas (Catalonia, Madrid, Galicia, Ávila and Murcia).

Tenerife Accesible

Information about accessible transport and leisure activities on the largest of Spain's Canary Islands in English, German and Spanish, together with a map-based search engine for accessible places, put together by SINPROMI (Society for the Promotion of Disabled Persons). There's also a downloadable 72-page English-language **guide** produced in 2013.

The municipality of Arona, in the southern part of the island, also has a **page** dedicated to barrier-free tourism, where you can download brochures covering accessible toilets, taxis and beaches.

TUR4all

PREDIF, a nonprofit representing PWD, has been developing an inclusive tourism program since 2002. With information available in various European languages, this is an indispensable resource if visiting Spain with access needs. It's worth exploring the site at length to discover the wealth of information available and the different ways of accessing it.

Apart from maintaining a searchable database of thousands of accessible venues all over the country, assessed by trained technicians, there's a trove of useful information under the Plan Your Trip tab covering different modes of transport, adapted car rental and personal assistance. Under the What We Do tab, click on Publications for a range of useful accessible travel guides. There's also an Accessible Experiences menu to explore.

Much of this information is now available from a mobile **app**.

Visit Valencia

Searchable guide produced by Turismo Valencia for PWD, covering hotels, restaurants, leisure facilities, tourist sites and transport.

SWEDEN

Gothenburg Official Visitor Guide

A short but useful introduction to accessibility in Sweden's second-largest city, winner of the 2014 EU Access City Award due to a concerted program to make the city more accessible. There are links to the accessibility pages of public transport providers in the city.

TD

Swedish search engine with more than 5000 accessible venues in its database.

SWITZERLAND

Swiss Tourism Board

Page for 'guests with special needs' from the official Swiss tourism board, with information about travelling by train or car, hotels and activities, as well as holiday packages – even in 30 accessible youth hostels.

Terra Raetica

The Tirol regions of Austria, Switzerland and Italy have together created this accessible travel portal, whose primary function is as a search engine for (mainly wheelchair-) accessible accommodation, eateries, nature visitor centres and leisure activities/ sports. There's a rating system (1–3 wheelchairs) and detailed access reviews for many of the venues in the database.

CHARM YOUR WAY AROUND THE WORLD IN A WHEELCHAIR

- Never underestimate the power of a firm handshake or a perfectly timed smile. These things will get you further than ramps, elevators or a working pair of legs ever could.
- There is no problem that cannot be solved by throwing money at it. Hill too steep for your wheelchair? Hire a taxi or a pusher. Hotel room too small? Fork out for more space.
- Wheelchairs have a high value in terms of conversational currency and the same is true of any disability. As a disabled traveller, your story is a thousand times more interesting than the average tourist's. As you trade conversational titbits, the freebies will start to flow.
- Don't bother investigating the infrastructure of a destination before arrival; just turn up, assess obstacles with your own eyes and work out how to surmount them.

Lonely Planet's Accessible Travel Online Resources

Wheelchair and mobility scooter meet-up in front of Dresden Zwinger, Saxony ${\scriptstyle © \ TMGS/SYLVIO \ DITTRICH}$

TAIWAN

Sunable

Chinese-language online disability magazine with a focus on accessible travel – the 'official' website of Taiwan Access for All Association. Using Google translate, the Wikipedia database tab is particularly useful for reviews of accessible venues under **Accessible Taiwan**. See also **Sunable** under tour operators.

Taiwan Access for All Association

A cross-disability, grassroots organisation governed and staffed mainly by PWD that advocates for inclusion, empowerment and independence for people with disabilities. It also promotes accessible tourism and international exchanges, among other things, and forges partnerships with like-minded organisations from other countries. You can post travel enquiries, equipment rental and transport requests. Its commercial arm is **Sunable**.

THAILAND

Access Thailand

The result of a 12-week fieldwork experience in 2011 by two occupational therapy students from the University of North Carolina, this site gives a good introduction and overview of inclusive tourism in Thailand, including tips for travel in the country as a PWD. Although dated, it remains a useful resource.

Hua Hin Accessibility Map

The royal beach resort town of Hua Hin in Thailand seems to be well endowed with wheelchair-accessible accommodation and also has a great Google map with a wheelchairaccessible overlay showing many things, from wheelchair-accessible toilets to accommodation and beach access. Some kind soul created this with My Google Maps – thank you!

Thaizer

This article is a good general introduction for PWD who wish to visit Thailand, with links to other articles and resources. It's particularly useful for the information on public and private transport in Bangkok.

Tourism Thailand

Following through on a promise made at the 2016 UNWTO World Tourism Day conference in Bangkok, 'Tourism for All: Promoting Universal Accessibility', the Thai Minister of Tourism sponsored the creation of nine accessible itineraries in Thailand. The information is currently available only in Thai, but we believe an English translation is in the works.

UK

Ableize

Touts itself as the largest UK disability resource directory, offering a collection of disability, mobility and health websites and social media pages in the UK and Europe. It's certainly a very large and broad-ranging directory of disability and healthcare information and products.

Access Adventures

This registered UK charity, operating since 2015, organises camps for PWD to engage in adaptive sports and outdoor activities, including waterskiing, wakeboarding, alpine skiing, downhill biking, road biking, kayaking and canoeing, archery and shooting!

Access Advisr

Established by PWD Rob Trent and an independent sustainable transport planning and research consultancy, this is a searchable, crowd-sourced, mapbased database of accessible venues, from cafes to sports stadiums.

Access London Theatre

The Society of London's Access London Theatre brochure is published four times a year as a PDF, as audio MP3 files, in RTF format and in Braille. Find upcoming access performances and get information to help plan your London theatre visit. Its Venue Access Guide gives detailed access information for more than 60 theatres across London and is available in PDF or RTF format.

Access New Business

Offers disability awareness training, access statements, destination access audits, and consultancy concerning accessibility policy and business accessibility for businesses, tourist boards and policy organisations. Although this is a business-oriented organisation, the 'Useful Links' are indeed just that.

AccessAble (formerly DisabledGo)

This UK NGO maintains a searchable database containing detailed access information on well over 125,000 places of interest across the UK and the Republic of Ireland, including shops, pubs, restaurants, cinemas, theatres, railway stations, hotels, universities, hospitals and more. It operates according to principles similar to Lonely Planet's: it sends a representative to every place listed and 'say it as we see it' so that individuals can make informed choices. Note that it has a mobilefriendly site, too.

It has produced its own Accessible London guide and A Disabled-Friendly Guide to London. For other destination guides produced by AccessAble, click on the Places to Go tab and navigate via the right-hand menu.

In 2018, Lonely Planet and the then DisabledGo collaborated to produce an Accessible Bristol guide.

There's also a Disabled Charities and Useful Links tab at the bottom of the page that's worth a look.

Accessible Countryside

Another private project to provide free information on places, walks and recreational opportunities with disabled access throughout England and Wales. There is a wealth of accumulated knowledge on this website, down to the very local level, but also including a long list of links to disability and carer organisations. As with any such database, some of the links are no longer live.

Accessible Derbyshire

It's amazing that two local women running a registered charity can achieve more than some national tourism organisations in making their locality accessible. Working closely with Visit Peak District, the Peak National Park Authority, Derbyshire County Council and district councils, they've brought together all the information you need to get out and about in Derbyshire and the Peak District if you have access needs.

Accessible Planet

'Our aim is to become the complete guide to everything and anything accessible for wheelchair users and those with reduced mobility.' A big goal indeed! This is a wide-ranging search engine for, as they say, all things accessible in the UK.

APT Charitable Trust

Operating since 1994, this Wiltshire charity offers people with significant physical disabilities the opportunity to experience flying in specially adapted microlight aircraft, but also to qualify for a National Private Pilot's Licence.

Assist-Mi

The assist-Mi smartphone app is not just for travellers. It uses location-based technology and two-way messaging to connect PWD with service providers. The app also provide a directory of accessible service providers, shops and offices. A unique and interesting idea.

Attitude Is Everything

Organisation dedicated to improving access to live music for PWD. It produces a biannual State of Access Report, detailing the barriers PWD face in accessing live music. Largely a provider-facing organisation; possibly the most **useful page** on the site lists venues and festivals that have signed up to the charter of good practice.

Blue Badge Style

Search engine focusing on upmarket venues – hotels, bars, clubs, galleries etc, largely in London – with an informative blog featuring reviews of individual venues by the site owner, Fiona Jarvis, as well as the occasional guest. Also available as an app.

Britain Is Great

A series of informative and professional videos made in collaboration with national tourism bodies showcasing the accessibility of different locations around Britain, featuring some wellknown PWD from the UK.

Calvert Trust

In its own words, the 'Calvert Trust... enables people with physical, learning, behavioural and sensory disabilities to experience exciting, challenging and enjoyable outdoor activities.' With centres in Exmoor, the Lake District and Northumberland National Parks, this venerable charity (established in 1976) welcomes literally thousands of visitors annually for both residential and day visits. Facilities and accommodation have been carefully designed for maximum accessibility, with each centre offering slightly different activities, but all under the 'adventure' umbrella.

CanalAbility

This registered charity provides facilities that enable people of all abilities to go boating on the UK's inland waterways. It provides boating holidays, day trips and themed activity days on purposebuilt, fully accessible boats on the waterways in Essex, Hertfordshire and London for community groups, youth organisations, families, carers and disability support groups.

Celtic Quest Coasteering

Coasteering is everything from cliff jumping to scramble climbing, sea-level traversing and directional floating or, as they put it 'kayaking without a boat, surfing without a board, bungee jumping without a bungee'! This Pembrokeshire,

Lonely Planet's Accessible Travel Online Resources

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© VISITFLANDERS/KRIS JACOBS



Top:

Woman pushing male wheelchair user in front of Gravensteen (Castle of the Counts), Ghent

© VISITFLANDERS

Bottom:

Woman with a guide cane touching a tombstone at the Lijssenthoek Military Cemetery, Poperinge, Belgium Wales, specialist caters to a wide range of PWD, including deaf, blind, hearingand vision-impaired people as well as those with a cognitive impairment.

Changing Places Consortium

This UK-based charity is doing a fantastic job on behalf of those people who cannot use standard accessible toilets. The campaign is now beginning to go worldwide, which is great news. On the Find a Toilet tab there's a location map and national register of fully accessible toilets in the UK (ie equipped with a hoist and full-sized change table).

Check My Bus

Informative article on the accessibility of long-distance coaches in the UK and, to a lesser extent, Europe on this site that allows you to search for coaches between cities.

Civil Aviation Authority

Special assistance guidance from airports and airlines in the UK. Information includes links to essential guidance including: descriptions of services offered; airport and airline helpline numbers so you can prearrange special assistance and ask for extra help should you need it; location of drop-off and pick-up points at airports; and any potential restrictions on your travel.

On **this page** you can find detailed information on your rights and entitlements when travelling by air as a passenger with a disability. There's also information and advice regarding arranging assistance at airports or on the flight and travelling with mobility and medical equipment, and service dogs. There's also an invaluable list of links to special assistance webpages for both airports and airlines in the UK.

Clober Farm

Fully accessible accommodation open year-round run by Spinal Injuries Scotland, close to Loch Lomond and the Trossachs.

Countryside Mobility South West

A not-for-profit mobility equipment hire scheme – including an all-terrain mobility scooter and a 'wheelyboat' – working to improve access to the countryside for PWD living in and visiting southwest England. Also features accessibility reviews of points of interest and a number of accessible accommodation options. In a recent development, it has launched **Heritage Ability**. Over the next couple of years it aims to create easyto-read and large-print guides as well as BSL tours to more than 20 heritage destinations in the region.

Derby City Council

Eighth edition of the *Derby Access and Information Guide for Disabled People,* published in 2013, with comprehensive information for visitors and residents.

Disabled Travel Advice

Catering to the full spectrum of disabilities and travel in its broadest sense, this informative website hosts short articles on everything from using public transport if you have an anxiety disorder to language issues for PWD travelling abroad. Although there is plenty of material that relates to the UK alone, there's also lots of general advice applicable to residents of any country.

Diveability

Learn to dive with this UK-based charity, which has also in the past run trips to Sharm El Sheikh in Egypt.

Diveheart UK

UK-based sister organisation to **"Diveheart" on page 110**: a registered charity offering scuba-diving programs not only for PWD, but also their carers.

Euan's Guide

Fast-growing, UK-based database of user-reviewed accessible venues. Also available as an iPhone or Android app. Lonely Planet partnered with them to produce two Scottish festival guides: Accessible Edinburgh: A Festival Guide and Accessible Glasgow: A Festival Guide.

Experience Community

Website set up by Craig Grimes to provide information about walks and other leisure activities for PWD in the north of England. Apart from detailed descriptions, each destination is featured in a short film, enabling visitors to decide for themselves whether or not the location is accessible, based on their own needs.

Gig Buddies

Gig Buddies was started in Sussex by the charity Stay Up Late five years ago and is now a social franchise with branches opening up in other cities and even countries. Gig Buddies matches adults who have a learning disability to a volunteer who has similar interests to go to events, particularly but not exclusively live music.

Good Access Guide

Directory of services and facilities for PWD, seniors and others with access issues, including accommodation, leisure activities and mobility aids.

Good Food Talks

UK restaurant search engine for the vision-impaired with screen-readable restaurant menus in this database and on its smartphone app. (The app was not available when I checked the Apple App Store, so it may be available only in the UK.)

Great Western Railway

Travelling on the Great Western Railway in the UK's southwest? This page will tell you all you need to know, and has an impressive (actually, unparalleled in my experience) list of widgets to assist accessibility to the web page itself. Includes, importantly, an online form to request assistance specific to your needs.

Hansa Class Association UK

Official UK association for the universally designed sailing dinghies of Chris Mitchell. If you are interested in sailing a Hansa, get in touch with this nonprofit charity.

Hearing Link

UK organisation for people with hearing loss and their families. Find information about **travelling** by bus, train or plane; services and support; and ways to connect with others to share experiences and advice. Also offers links to useful UK and international **organisations**. (Tip: use the site map to navigate as content is not well signposted.)

Historic Scotland

Official Historic Scotland access guide, with dozens of listings containing detailed access information.

Inclusive Britain

Searchable database of accessible UK venues, covering everything from hotels, restaurants and pubs to tourist attractions and nature reserves, filterable by disability. Accessible toilets get their own category. Note the link to accessible city guides, currently covering seven major cities. Also available as an app.

Inclusive London

Searchable database of accessible London venues, covering everything from hotels and restaurants to banks and toilets, and filterable by disability. Also available as an app.

Jubilee Sailing Trust

A registered charity whose mission since 1978 has been to promote the integration of people of all physical abilities through the challenge and adventure of tall-ship sailing aboard two ships, SV *Lord Nelson* and SV *Tenacious*. Both ships will be based in Europe for much of 2018 and 2019, with the *Lord Nelson* sailing to Antigua via Gibraltar and Las Palmas at the end of 2018. For a firsthand account of my voyage on *Tenacious* on its 500th outing, from Sydney to Melbourne, click **here**.

Lonely Planet

BRIGHTON

A collaboration between Lonely Planet, Umoja and **"Gig Buddies" on page 60**, a local organisation for PWD, **Accessible Brighton: A Festival Guide** was the first in a series of guides we published to festival cities in the UK. In addition to access information for all the major festivals, there are detailed access reviews for all major tourist sites, comprehensive transport information for PWD, and Lonely Planet reviews of eating, drinking and entertainment venues supplemented by detailed access information. There are also access reviews of the top three accessible hotels in the city. All books in this series are available as free downloadable PDFs.

BRISTOL

A partnership with the UK's largest database and provider of access information, **AccessAble** (formerly DisabledGo), resulted in the 2018 publication of **Accessible Bristol**. Just as Lonely Planet sends researchers to every venue that we review, AccessAble conducts in-depth, on-site audits of every venue in its database, which have been used to create this detailed access guide to the city. Links to the full access guide hosted by AccessAble are embedded in this free downloadable PDF.

EDINBURGH

Accessible Edinburgh: A Festival Guide is the second in our festival guide series, covering the UK's most celebrated festival city, produced in collaboration with Umoja and Euan's Guide.

GLASGOW

Accessible Glasgow: A Festival Guide is the third in our festival guide series, covering Scotland's second city, also renowned for its great festivals. Produced in collaboration with Umoja and Euan's Guide.

National Autistic Society

Tips and advice for planning a holiday if you're travelling with someone who is autistic from the peak UK body.

CUBA: WHEELCHAIR ACCESSIBLE AGAINST ALL ODDS!

- The only stress was the two-hour wait at the baggage claim to see if the wheelchair had made it in one piece.
- The infrastructure may be ancient, but it is well-maintained and not once during our stay did we lack a helping hand to overcome any barrier we might face.
- *Casas particulares* (privately run bed and breakfasts) offer Cuban flair and flexibility and hospitality at a fifth the cost of resorts, and minor adaptations are never a problem. Find a list of the most accessible ones on our website.
- Innovative ideas and goodwill overcome physical barriers: instead of riding a horse, load your wheelchair onto a horse-drawn carriage; instead of a boat snorkelling trip, sit in the crystal-clear waters of Playa Larga while fish are attracted by bait; instead of a massage in a shop, get a massage table set up right on the beach!

Tobias and Verena Streitferdt www.wheelchairtraveller.org

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Female wheelchair user looking up at the statue of the Knight Roland, Bremen marketplace © LEA KLEINSPEHN/BTZ BREMER TOURISTIK-ZENTRALE

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National Rail

Main accessibility page for National Rail, UK. See also **Travel Assistance** for further information, primarily for UK residents, including a link to book for assisted travel.

National Resources Wales

Listings of barrier-free walking trails and accessible visitor centres throughout Wales. Clicking on the link for each location gives more information, including a little – not a lot – more detail about accessibility.

National Trust

The National Trust is a charity that is entrusted with the care of land and historic monuments, as well as works of art. The Trust's Access for Everyone page gives details of discounted and free entry for PWD and their companions. Its Links Pass gives halfprice entry to groups affiliated with disability charities or centres.

Note that many of the sites and properties entrusted to it have conducted access audits resulting in access statements that give details about accessibility. Unfortunately these are not easily searchable on the website, but fairly detailed access information can sometimes be found from each site's listing.

Office of Rail & Road

UK government page with details of and advice on how to use the rail network as a person with a disability.

Outdoor Guide

The Outdoor Guide, in collaboration with Debbie North, has produced an online guide to wheelchair- and pramfriendly walks in the UK. Use the map to navigate to individual walk, then click on each walk for a detailed description and the option to download the full route.

Parasport

Parasport was created by the British Paralympic Association (BPA) to provide information to PWD who want to take up sport at either a recreational or competitive level. Since its launch in 2007, more than 3000 clubs in the UK have registered with the site. Simply type in your disability and then search for a sport or a club that interests you – how cool is that?

Peak District

Plan a day out in the Peak District, whether you are less active, have a disability or have young children, with the help of the information found on this government website.

Possability People

This Brighton & Hove charity, formerly the Fed Centre for Independent Living, has produced a very detailed **accessible city guide** from its members' user reviews. You can search venues by category or alphabetically, filtering by neighbourhood. There is also a Sussex-wide searchable database of things to do on its homepage. Lonely Planet partnered with them to produce **Accessible Brighton: A Festival Guide**.

Research Institute for Consumer Affairs (Rica)

Comprehensive overview of accessible public transport in the UK for people with a variety of impairments, with useful links and tips.

Rivertime Boat Trust

Registered charity providing boat trips between Windsor and Oxford for PWD and disadvantaged people on a purpose-designed 42ft boat equipped with a ramp and lift for wheelchairs and an accessible toilet. As befits a charity, the cost is incredibly reasonable – so much so that it belongs here rather than in the commercial section of this document.

Rough Guide

Okay, so it's a main competitor of ours in the UK, but no hard feelings! *The Rough Guide to Accessible Britain,* produced under licence by Motability with reviews by PWD, is in its 10th year and is available free as a PDF download, with the option to request alternative formats. It contains access information for a broad range of venues, grouped geographically, and lots of ideas for days out, as well as tips and advice. There's also a link to a Days Out blog.

Sailing for All

Company based in Northamptonshire, producing Hansa class sailing dinghies and catamarans, endorsed/licensed by Chris Mitchell of Sailing for Everyone. Click on the 'Clubs' tab to find UK sailing clubs using these dinghies.

ScotRail

Scotland's railway service operator has an accessible travel page on which you will find out what services and assistance it offers to PWD. There are also two how-to videos on rail travel in Edinburgh and Glasgow, starring broadcaster, journalist, actor, musician and disability rights activist **Mik Scarlet**.

Scuba Trust

This nonprofit charity was established in 1996 to promote scuba diving for all abilities and is now one of the UK's leading dive organisations for PWD, for both PADI certification and diving holidays abroad, taking into account not only diving facilities but also accessible hotel accommodation.

Show Me the Access

This is a very interesting project: a library of videos covering every aspect of life from education and sport to digital technology and travel demonstrates how to live with a variety of impairments. Tip: the Leisure tab is a richer resource for travellers than the Travel tab. Although this is a UK-based site, the content is not limited to the UK.

Silver Travel Advisor

Travel reviews, information and advice for the over-50s – the 'Silver TripAdvisor'.

***TOP TRAVEL TIP**

Make sure your travel insurance covers you for preexisting medical conditions.

Check out the Find a Holiday and Special Offers tabs. Produces a biannual magazine with articles about locations around the world.

Surfability UK

This community interest company – profits are reinvested to develop methods and purchase equipment to enhance the program – was founded in 2013 to offer PWD and their carers the opportunity to participate safely in this sport using tandem surfboards, surfing helmets, buoyancy aids and beach access wheelchairs. It also uses iPads with communication software and instructions in simple picture formats to ensure participants with learning difficulties are able to understand and respond appropriately.

Tourism for All UK

Active, high-profile UK charity, working closely with regional and national tourism bodies, dedicated to making the UK a destination accessible to all. In addition to its own directory, which covers broad-ranging services and products for people with a wide range of disabilities, this organisation hosts the website **Open Britain**, where you will find comprehensive access information about places to stay, visit, eat and drink, as well as activities and events. You will also find a page of links to accessible travel suppliers in other countries.

Transport for London

This page has lots of useful public transport information for people with disabilities, pregnant women and those with pushchairs, plus links to accessibility guides and maps. There's also a series of how-to videos for bus, Tube and rail travel. Its Twitter feed gives useful alerts, such as when lifts (elevators) are out of order.

Transport for West Yorkshire

Information on accessible public transport in West Yorkshire.

Transport Scotland

Everything that's available to know about accessible transport in Scotland.

Travel in Scotland

Links to accessible transport information for buses, ferries and railways in Scotland, as well as a list of useful organisations for travellers who have a disability.

Tryb4uFly

This registered charity runs an awesome program that allows disabled adults and children to try out aircraft equipment in a realistic and supportive environment to give them the confidence to travel by air. It conducts cabin assessments from centres in Carshalton, Birmingham and Leeds, and provides free information about travelling by air with a disability. It also offers a travel equipment hire service for destinations within the UK and, by arrangement, the EU.

UK Airport Car Parks

Useful information for any PWD who want to park their car at any UK airport.

UK Government

TRANSPORT INFORMATION

UK government site that aggregates public service information, and offers tips and advice on travelling by train, plane or road vehicle with a mobility impairment. Also has a link to a scheme that loans wheelchairs.



© JUBILEE SAILING TRUST

© AÏCHA NYSTRÖM, WWW.TAPOOZTRAVEL.COM



Top: Jubilee Sailing Trust's SV *Tenacious* under sail

Bottom:

Party of wheelchair users and ambulant visitors view gorgeous sunset over a guard rail, Grand Canyon National Park, Arizona

OVERSEAS TRAVEL

Official government advice for PWD preparing to travel abroad. Obviously, this is very generalised advice, but scroll down to the bottom of page for a few useful links.

UK Youth at Avon Tyrrell

This century-old national charity has been running the outdoor activity centre at Avon Tyrrell in the New Forest National Park for 65 years and is committed to making it as accessible as possible for people with a wide range of physical and cognitive impairments. This means that all activities have additional equipment, such as hoists and variously adapted bikes, and that staff have all received appropriate training. It also runs 'inclusion weekends' throughout the year to cater to families that have a child with a disability.

VisitBirmingham

This Accessible Birmingham page covers transport, accommodation and what to see and do in England's second city, one of the cities chosen by VisitEngland in its **Access for All** project and included in its downloadable *Accessible City Breaks* brochure.

VisitBrighton

Accessibility information from the official tourism guide to Brighton – a city that is currently doing a lot to improve its accessibility – covering everything from accessible places to stay, visit and eat to equipment hire and accessible toilet facilities. There are also a couple of downloadable accessibility guides, with the disclaimer 'Please note, that although we provide this information in good faith, we have not independently inspected the accommodation premises'. VisitBrighton kindly provided images for our **Accessible Brighton: A Festival Guide**.

VisitBritain

A high-level guide to Britain for PWD with useful articles and links to online resources.

VisitEngland

The tourism bodies in the UK have put significant effort into developing accessible tourism. VisitEngland is now a world leader in helping English destinations and tourism venues provide accessible experiences. The national tourism body provides tips, articles and advice for visitors with access needs. Under its Access for All project, VisitEngland has recently produced downloadable PDFs for accessible coastal breaks, accessible countryside escapes and accessible city breaks, and a guide containing award-winning accessible places to stay and visit from across the country. There is also information about the National Accessible Scheme, which rates the accessibility of visitor accommodation.

VisitLincoln

Guide to accessible Lincoln, covering transport, accommodation, attractions, and eating and drinking, produced under the VisitEngland Access for All initiative.

VisitLondon

Very handy series of links for navigating London with a disability, including information about public transport; features on accessible hotels, attractions, entertainment venues and tours; ideas for accessible days out; and much more.

VisitScotland

The 2014 Commonwealth Games was used as an opportunity to ramp up VisitScotland's commitment to accessible travel. This page allows you to search for accessible accommodation providers using appropriate filters. There are also links to suggested accessible holidays and top attractions. VisitScotland kindly provided images for both our Scottish festival guides: Accessible Edinburgh: A Festival Guide and Accessible Glasgow: A Festival Guide.

VisitWales

In line with its UK counterparts, VisitWales has some great introductory information for travellers with access needs, including regional guides, a list of easy-access beaches and a link to the **See Around Britain** interactive map that may give detailed access information, including photographs.

Walks with Wheelchairs

Searchable database of tried and tested countryside walks, with free downloadable directions and detailed Ordinance Survey (OS) maps.

Wheelyboat Trust

A registered charity dedicated to providing mobility-impaired people with the opportunity to enjoy water-based activities in the wheelchair-accessible Wheelyboats they have supplied to organisations and businesses all over the UK. You can find where they are located by using the interactive map or downloading a list.

USA AbiliTrek

AbiliTrek is a Washington States startup established by Daman Wandke, who has cerebral palsy, that aims to provide a platform for the disability community to rate and review the accessibility of both the travel and service industries.

Access North Carolina

This 500-page Vacation and Travel *Guide for People with Accessibility* Needs, available in English and Spanish, was produced by Visit North Carolina and the state's Department of Health and Services, and is now in its 7th edition (2015). Compiled from a combination of self-assessments and on-site visits, its accessibility information covers a great number of locations and venues of every stripe. The access information covers physical mobility, but also vision- and hearingimpairment, giving a rating by icon as well as a physical description. It's a great resource, limited by the fact that it is not verv user-friendly (it has no hyperlinks): however, the font and the bare design will suit those with vision impairment.

Access Northern California

This nonprofit organisation was set up by the delightful Bonnie Lewkowicz, who partnered with **"Safari Guide Africa" on page 8** in 2017 to maintain the site. The resulting makeover has added functionality to the site, which is dedicated to improving access to travel and outdoor recreation for PWD and seniors throughout Northern California. There is a searchable database for recreational and outdoor activities, and lodgings, and plenty of useful web resources for PWD in California.

THE USA'S MOST ACCESSIBLE NATIONAL PARKS

- Yosemite National Park Camp in the jaw-dropping Yosemite Valley, ride free shuttle buses to scenic viewpoints and waterfall trails, or take a horseback trail ride.
- Grand Canyon National Park (South Rim) Roll along canyon-rim trails and around a re-created Ancestral Puebloan village, or join a ranger-guided program with an ASL interpreter.
- Yellowstone National Park Watch herds of bison and elk from park roadsides, then wheel along boardwalks within spitting distance of famous hot springs and geysers.
- Arches National Park This drive-through park with fantastical scenery offers accessible viewpoints, barrier-free trails and educational exhibits for visitors with special hearing and/or vision needs.
- Zion National Park Ride the park's free shuttle system or take a drive past iconic desert rock formations and Southwestern canyon scenery, stopping for a shady, accessible riverside path.

For more information, search the **National Park Service website** using the specific term 'accessibility' and the name of the park you're visiting.

Sara Benson www.indietraveler.blogspot.com

Lonely Planet's Accessible Travel Online Resources

NCN

Woman pushing male wheelchair user outside the Oude Vismijn (Old Fishmarket), Ghent $_{\odot}$ visitflanders/kris Jacobs

Contra Milling

5-9

Access Surf

This Hawaiian nonprofit, celebrating its 10th anniversary, provides communitybased programs for PWD to enjoy waterbased activities – not just surfing, but also swimming, kayaking and paddling.

Accessible Dispatch

Wheelchair-accessible taxi service in New York's five boroughs. With no advance reservation necessary, and available 24/7, you can use this website or the app for iPhone/Android.

Accessible Granbury

This organisation seeks to provide detailed and accurate accessibility information about various Texas tourist towns, starting with the home base of Granbury. Venues are categorised under accommodation, dining, attractions/ entertainment, wine tasting and shopping.

Accessible Nature

A collection of links to places in the USA and Canada where you can go to enjoy nature with minimal obstacles: included trails are either wheelchair accessible or suitable for easy walking. There are also inclusions for people with vision impairments. There's an impressive amount of information here, listed stateby-state and province-by-province, but although the goal is firsthand verification, many of the links have been sourced through internet research.

Accessible New York City

The official guide to New York City has an accessibility page that hosts indepth articles on Queens, Brooklyn, tours and sports venues. There's also a searchable, filterable database of almost 800 points of interest – including tourist attractions, museums, galleries, hotels and restaurants – that gives basic accessibility information: whether or not the venue is wheelchair accessible, has an assistive listening system etc. More usefully, if there is further information on accessibility, there is a link on the left-hand panel directly to the relevant page on the venue's website.

Accessible Playgrounds

This site started as a listing of fully inclusive playgrounds. It has now relaxed its criteria to include playgrounds that have any inclusive and/or accessible features. Its geographical scope has also broadened greatly, with many entries across North America and even beyond. The search functionality could be better.

Accessible Travel Reviews

Travel reviews by and for PWD and their families, grouped by places to go, places to stay, places to eat and ways to get there. The majority of geolocated reviews – with a simple five-star rating for overall quality and physical accessibility plus text reviews of varying length and detail – are clustered in northeastern USA, with a handful as far away as Europe. Also features a list of useful websites and books under the Other Resources tab.

Accessible Virginia

The heading at the top of the homepage is 'Access and Independence Through Information', a sentiment we wholeheartedly endorse! There is indeed a wealth of wide-ranging information on this site – including detailed descriptions of tourist attractions, accommodation, restaurants, outdoor recreation opportunities and shopping facilities –
but the actual accessibility information is high-level rather than detailed. There's also useful information on equipment repairs and rentals, and healthcare, including dialysis clinics and oxygen sources.

Accessing Arizona

As well as listings of wheelchairaccessible events, locations and activities, including adaptive sports and parks, this lifestyle e-magazine hosts in-depth articles. However, much of the content dates back a few years so we're unsure how current the links are.

AccessMap (Seattle)

The AccessMap project is an effort to enable accessible sidewalk trip planning in Seattle for people with limited mobility. Using data from a variety of sources, particularly the **OpenSidewalks** project, it has the city pretty well covered, and has ambitions to expand coverage to other cities.

Achieve Tahoe

Established in 1967 as Disabled Sports USA Far West, based in North Lake Tahoe, this venerable organisation seeks to provide affordable adaptive sports and recreational activities for PWD. Its encouragement of family participation seeks to strengthen family bonds and mitigate the isolation of individuals with disabilities.

Adaptive Adventures

Nonprofit organisation providing opportunities (largely in the Midwest and Colorado) for people of all ages with physical disabilities to participate in a variety of sporting activities, from cycling and kayaking to rock climbing and waterskiing.

Adaptive Sports Center

This nonprofit operates year-round from the Crested Butte Mountain Resort in Colorado, with its main activities being skiing, snowboarding and downhill mountain biking. It offers scholarships for individuals in financial need.

Amtrak

Everything you need to know about accessibility on the USA's national train network, from booking and service animals to special dietary requirements.

Axsmap

A searchable database of user-reviewed accessible places in North America, using a simple traffic-light system: accessible/poor/not accessible. Also available as an app. The website is well set up for capturing useful information from user reviews, but it's unclear how many venues have actually been reviewed.

Bay Area Outreach & Recreation Program (BORP)

Nonprofit organisation in California's Bay Area founded in 1976 to improve the independence and social integration of PWD through sport, fitness and recreation programs. If you're in the San Francisco Bay area and would like to participate in active sports and recreation activities, then this is the organisation you should contact. Apart from specific sporting activities, the Adventures and Outings page offers a wide range of outdoor recreation activities suitable for people with different levels of functional ability. It organises a wide variety of programmes and events, both indoor and outdoor, for youth and adults (including mixed groups of able-bodied and PWD). Its

Adaptive Cycling Center in Berkeley has the country's largest and most diverse collection of cycles adapted for use by PWD. Activities take place nearly every weekend year-round.

Brettapproved

This site began life as a searchable database of user-reviewed restaurants, hotels and venues in the USA and still performs that function. However, through the Trips tab, it now offers bookable offthe-shelf and customised tours.

Chicago

Information for travellers with access needs visiting Chicago from the official tourism management body covering, among other things, the airport, regional and local public transport, and a cultural access calendar of events.

Colorado Parks & Wildlife

Information on accessible fishing locations and benefits available to Colorado residents and veterans with a disability.

Disabled Sports USA

Umbrella organisation offering yearround outdoor sports and activities, including instruction and adaptive equipment, for PWD. Click on the 'Chapters' tab to find a local affiliated organisation.

Disabled Travelers

Extensive listings of accessible travel specialists, including travel agents, tour operators, adventure travel companies, accessible cruise specialists, accessible van and equipment rentals, travel companions, home exchanges, and access guides for wheelchair users and other travellers with disabilities. *Warning:* while many of the links remain useful, this site appears not to have been updated since 2013 so many of the links are dead, in particular those to the access guides. The site owner has changed to the commercial Executive Class Travelers since our last edition.

Disabled World

US-based information portal for PWD carrying an extremely wide range of information on many topics, including travel. This page offers travel tips and online resources as well as more specific information about cruises and a small number of specific countries. Note that some of the information hasn't been updated for a few years.

Dive Pirates

Registered US charity run by a group of volunteers to support, train, equip and provide dive travel to individuals with disabilities.

Diveheart

A nonprofit Illinois-based organisation providing educational scuba diving programs for children and adults with a disability. Also runs programs in Atlanta, Florida, Virginia...and Malaysia.

Florida Developmental Disabilities Council

Published in 2009, county-by-county transport information and services for people with developmental disabilities.

Florida Disabled Outdoors Association

This Florida organisation aims to enrich the lives of PWD through promoting accessible, inclusive recreation via a number of different programs.

ASHLEY LYN OLSON

www.wheelchairtraveling.com

Ashley was paralysed in a car accident at 14 years of age. Although she has had to overcome innumerable barriers, it hasn't stopped her from exploring the world; in fact, it has only made her stronger. She created her website in 2006 as a major part of her effort to empower people with limited mobility to access and experience the world of adventure and leisure travel. It's now a repository of literally thousands of resources, reviews, guides and tips not only from Ashley herself, but also from guest disabled travellers.

How did your passion for travel begin?

I've always loved exploring, and it began in my backyard. On family vacations I would often go missing, drawn to a space I felt special, and my family always found me sitting quietly in total harmony with my surroundings. When I graduated high school, a group of friends and I went to Greece. It was my first time off the continent, and it blew the world wide open for me.

How many countries have you visited?

Thus far, about 10, but I have many more on my bucket list and want to explore even more places in countries I've already visited.

Where is the most accessible place you've been and why?

I haven't been to accessible utopia yet, but I'd like to nominate San Diego and Vancouver for being the most accessible. There are different transport options to get around both cities, and they're both at sea level so hills are minimal. Of course, there is a plethora of attractions, places to eat and hotels that have access modifications. What makes these two cities exceptional is their awareness of accessibility for all. Many city- and company-organised events and activities in both these cities embrace inclusion, and some even focus primarily on it. Both cities also have other attractions and cities nearby that are worth exploring on a day trip or perhaps longer.

Where is the least accessible place you've been and why? How did you get around the difficulties you faced?

Three places immediately come to mind. The Amazon, obviously, has very limited access. The only guaranteed accessible bathroom was where I was staying, so I watched my water intake on long excursions or tried random places until I found one I could fit into. Charleston, South Carolina, had very few public bathrooms large enough for wheelchairs when I visited, and this shocked me considering what a popular travel and cruise destination it is. Each day, I made it my mission to locate one





bathroom in a different area; it was quite the search! Finally, China is sadly far from inclusive. Accessibility is rare, so it's important to come fully prepared, which includes knowing Chinese or travelling with someone who does. The notion of someone not being able to walk at all is unfathomable to many people in China. For example, airlines seem to have no idea what an aisle chair is used for, let alone know where to find one!

What's your best travel experience?

Traveling around Japan alone is a favourite travel experience. Though I was alone, I never felt that way. I always felt safe and looked after, and when it was time to leave. I didn't want to go. This was the first time I went alone to another country where I didn't speak the language. It was so empowering to be able to find my way around and get what I needed while. I spent time with some incredibly kind people and met some unforgettable characters. Going to a country solo and figuring out accessibility gave me the unwavering confidence that I could go anywhere and make it work

What's your worst travel experience?

Getting horribly sick from drinking water in Ecuador two days before flying home was *no bueno*.

Which place(s) is/are at the top of your bucket list?

My heritage is Swedish, so I've always wanted to go to Sweden. It's been on my mind a lot in recent times.

What advice would you give to a traveller with a condition similar to yours?

No matter what's happening, make the best of things with a grounded, positive attitude, even if waiting in hot, smelly spaces. Some of the most uncomfortable and unforeseen situations can be humorous, uplifting or informative. Also, enjoy all the small things about a new destination, not just the main attractions. Finally, carry extra supplies because surprises happen often more than not when travelling.

What's your favourite travel hack?

If something breaks on your wheelchair, try a bike repair shop. They use similar tools and parts, and they are more common than mobility repair shops. Also, bungee cords and duct tape can work miracles.

What's the one thing you can't live without on the road?

My Converse All Star Chucks always go with me, along with my rocks.

What could tourism service providers do to make your life easier?

At the very least, tour operators should know where to find accessible bathrooms because sometimes the locations are few and far between or tricky to find.

What could other travellers do to make your life easier?

There are two things in particular. One is patience because there's never enough of that, and oftentimes I require a little more time. The second thing travellers could do is *not* use the handicapped/ accessible/wheelchair bathroom stall unless you have a valid reason to do so or no other bathroom stall is available. Don't make people who need to use the bigger stall wait as you take a giant poop. It's OK to poop in other stalls!

Where is your next trip?

I'm headed to Manhattan, New York, again to see a friend, but definitely thinking about some other options.

Go Sprout

New York–based nonprofit founded in 1979 offering a variety of group-based programs for people with developmental disabilities, including both domestic and international supervised vacations.

Greyhound

Greyhound bus information page for PWD – everything you need to know no matter what your access needs.

Handicapped Scuba Association

Long-established California-based association providing independent, international diver training and certification services: the disabled equivalent of PADI. You can search worldwide for affiliated organisations, instructors, programs and even dive buddies.

Handicapped Travel Club

California-based club – open to both disabled and nondisabled members – established in 1973 for people with an interest in RV-based holidays, rallies and meet-ups. Publishes a quarterly newsletter.

Ignite Adaptive Sports

This nonprofit, established in 1975, offers alpine and cross-country skiing, snowboarding and snowshoeing from its base near Boulder, Colorado.

Is This Venue Accessible

Provides information about the accessibility of music venues, largely in the USA, but with a few venues featured from other countries. There is detailed information, but note that not all venues listed are accessible – read the reviews to find out.

JJ's List

This 'communications and marketing social enterprise' maintains a userreviewed disability-aware business directory covering every conceivable aspect of life, from lawyers and barbers to churches and vets! Has a locationbased search engine with keywords. This site also has a wide-ranging blog with contributions from the public, with handy keyword and category filters.

Johnny's Pass

User-reviewed database (star system) helping the mobility-challenged community to find accessible venues of all types in Michigan, filterable by type of venue, location and keyword.

LA Tourist

A barebones accessibility guide to Los Angeles, covering transport, attractions and outdoor activities. Also has a short list of useful links.

Life Rolls On

Founded by world champion quadriplegic surfer Jesse Billauer in 2001, Life Rolls On is a nonprofit organisation dedicated to improving the quality of life for young people affected by spinal cord injury. The organisation hosts numerous adaptive surfing and skating events in multiple states. Spaces are limited so book early.

Maine Adaptive

Founded in 1982, this nonprofit organisation provides a variety of programs for PWD to participate in both winter (skiing, snowboarding and snowshoeing) and summer (golf, cycling, hiking, tennis, fishing and paddling) outdoor activities.

Mass Audubon

This venerable Massachusetts conservation nonprofit, with its roots firmly in the birdwatching community, is committed to accessibility at its wildlife sanctuaries. Here you can find out about the accessibility of sanctuaries, as well as accessible projects and programs that it runs.

Muscular Dystrophy Association

Apart from links to the disability support pages for some of the most used American airlines (and Emirates), this accessible air travel resource centre hosts a blog, a summary of passenger rights and the obligations of airlines and FAQs, and gives a toll-free hotline for air travellers with disabilities.

National Park Service

Accessibility page for the US National Park Service, with brief instructions on how to find information about the accessibility of facilities, programs and services in each park, and a link to further information, including the 2015– 20 accessibility plan for the service. Look carefully (under the individual park name: Plan Your Visit/Accessibility) and you may find published accessibility guides, such as this one to **Yosemite National Park**.

National Sports Center for the Disabled

Based in Colorado, the NSCD offers a variety of year-round sports and recreational activities for individuals with almost any physical, cognitive, emotional or behavioural condition.

New Directions

A nonprofit organisation providing local, national and international travel

vacations and holiday programs for people of all ages with mild to moderate developmental disabilities (eg cerebral palsy, Down syndrome and autism) since 1985.

New England Disabled Sports

New England Disabled Sports (NEDS) is a nonprofit organisation (a chapter of Disabled Sports USA) founded in 1987 that provides adaptive summer and winter sports instruction to adults and children living with physical and cognitive disabilities. Headquartered at Loon Mountain Ski Resort in Lincoln. New Hampshire, and at the Bretton Woods Ski Resort at Omni Mount Washington Resort, NEDS also runs a unique Pre-Adaptive Coach (PAC) training program for high-school-age volunteers interested in learning how to become a coach to students with disabilities

New York City

The city's official marketing and tourism organisation's Accessible NYC page, with feature articles covering attractions in Queens and Brooklyn, accessible tours and an accessibility guide to Met Cloisters. There is also a searchable accessible venue function with filters that go well beyond wheelchair accessibility – bravo!

New York City Department of Parks & Recreation

Official website detailing accessible facilities in the city's 29,000 acres of parks. Also features adaptive events, programs and recreation centres. There are also contact details for the disability services facilitator and a Reasonable Accommodation Request form.

New York Metropolitan Transportation Authority

Page for information about accessibility on all forms of public transport in New York, including links to accessible stations, large-print maps, elevator/ escalator status and useful phone numbers. You can also find out about New York's Paratransit Service. The Authority's trip planner (http:// tripplanner.mta.info/MyTrip/ui_web/ customplanner/TripPlanner.aspx) has an Accessible Trip tick box that will usefully remove options that are not wheelchair accessible.

New York State Department of Environmental Conservation

Seemingly exhaustive and extremely useful directory of New York State's accessible recreation destinations and facilities organised by county with deep and granular information about accessibility as well as at-a-glance icons.

Northeast Passage

This nonprofit organisation, operating out of the University of New Hampshire, offers innovative barrier-free recreation programs for PWD, encompassing both recreational and competitive sports. It also offers equipment rentals. There's a seemingly exhaustive list of web resources for a huge range of sporting and outdoor activities.

Open Doors Organization

This Chicago-based nonprofit was founded in 2000 with the purpose of creating a society in which PWD have the same consumer opportunities as everyone else. Apart from travel tips and articles (found under the Consumers tab), it has produced a couple of useful and detailed online access guides, using on-site inspections: **Easy Access Chicago** and **Easy Access Springfield**.

Those with a professional interest in accessible travel will find plenty of information on this site, including landmark research into the value of the accessible travel market.

San Diego

A short introduction to San Diego as a PWD with a few useful links catering to different interests – beach, theatre, sightseeing or shopping – as well as San Diego's most well-known annual events, the Del Mar Racing Season and the Comic-con Convention.

Splore

Nonprofit established in 1977 offering adaptive activity-based outdoor experiences from rock climbing to river rafting in Utah, staffed by experienced wilderness guides.

TrailLink

What looks like a fairly comprehensive state-by-state list of wheelchairaccessible trails, including descriptions and user reviews, maintained by the venerable nonprofit Rails-to-Trails Conservancy (RTC).

Transportation Security Administration (TSA)

Know your rights and what to expect when entering the USA with a disability or medical condition (not a bad thing when confronted with possibly the most unfriendly immigration officials in the world). Click on Passenger Support in the left-hand menu for further information.

Lonely Planet's Accessible Travel Online Resources

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Top:

Male wheelchair user exploring the Westfront Nieuwpoort visitor centre, Belgium

Bottom:

Male and female members of staff at the STAM (Ghent City Museum) giving a sign-language guided tour to a female visitor

Travelers Aid International

With a long history, this organisation provides assistance to travellers in need. Operating primarily in metropolitan areas, its facilities are staffed by both volunteers and professionals. Of particular interest to PWD is the Disability Resources tab (under Other Resources). Use the map to locate 'members'. Speaking from personal experience of their locations in Melbourne, Australia, there are facilities and well-trained staff on hand to assist PWD.

Trivago

The indefatigable Cory Lee Woodard has teamed up with Trivago to produce wheelchair-accessible guides to the following cities:

Chicago

Orlando

Las Vegas

Los Angeles

Washington, DC

The 10 Most Wheelchair-Accessible Cities in America

Vermont Adaptive Ski & Sports

This nonprofit, in operation for almost 30 years, offers a huge range of adaptive adventure sports, from alpine skiing to horseback riding in three locations: Killington, Warren and Bolton. Different programs operate year-round.

Voucher Cloud

This article, 'The Ultimate Guide to Adaptive Skiing and Adaptive Ski Resorts', is indeed a great overview of adaptive skiing and introduces some of the top North American ski resorts and programs, not to mention the top nonprofit organisations operating in the sector. Scroll to the bottom for a resources guide with links to the main organisations mentioned in the article.

Wheelchair-Accessible Taxi Cab

State-by-state listings of wheelchairaccessible taxi companies and accessible van rentals.

Wheelchair Rider's Guide to the California Coast

This excellent resource developed by Bonnie Lewkowicz of **"Access Northern California" on page 69** – researched on the ground and searchable by map or text – gives detailed descriptions and at-a-glance pictograms to help you plan your visit to the California coast's many wheelchair-accessible parks, trails, beaches, viewpoints and other sites of interest.

Wheeling Around Town

Oklahoma-based site giving details about the accessibility of restaurants, with the opportunity of leaving your own review.

Wheeling California's Coast

Created by Bonnie Lewkowicz of "Access Northern California" on page 69, this guide contains detailed access information about parks, trails, historical sites and other points of interest in California. You can browse using the map or by county. Scroll down for downloadable PDFs: a list of beaches with beach wheelchairs; A Wheelchair Rider's Guide: San Francisco Bay Area & Nearby Coast (2006); A Wheelchair Rider's Guide: Los Angeles & Orange County (2001).

Wheeling Forward

New York-based organisation providing wheelchair users with advocacy, mentorship and support services. Mentioned here for the adaptive sporting programs – in particular waterskiing – that it offers.

Whistler Adaptive Sports Program

This society offers the opportunity for adults and children with both physical and cognitive disabilities to access one of the world's best mountain resorts and participate in an incredibly broad range of activities – alpine skiing and racing, snowboarding, Nordic skiing, hiking and trail riding, hand cycling, biking, canoeing, kayaking, rowing, swimming, triathlons, running, yoga and gymnastics – at all levels from 'grassroots to the podium'.

Working Like Dogs

Providing practical information, current trends and products to meet your working dog needs. Read the blog, listen to the podcast and check out the resources. It has an iPhone and Android Where to Go app that shows animal relief areas in US airports.

WORLDWIDE

AbleThrive

Curated content from around the world about all aspects of living with a disability. The Activities and Travel tabs contain interesting and useful stories.

Abroad with Disabilities

Although not strictly a travel resource, this nonprofit offers advice and resources for students with disabilities who wish to study, intern, volunteer or work abroad.

Access Anything

An online travel resource for PWD, officially closed for business since 2012 but with a huge resources list that's well worth checking out for travel within the US. The owners' ongoing blog resides here.

Access Now

Map-based user-review website established in August 2015, now with some 10,000 venues – from fire stations to supermarkets – reviewed according to a simple traffic-light system: accessible, partially accessible and not accessible (with a handful of 'patio access only' designations). The majority of pins are in and around Toronto, but some are as far afield as Europe, Australia and South Africa. You can add a pin or leave a text review. Also features a Canada-centric blog.

Adaptive Skiing

Links and resources for those interested in adaptive skiing in North America. Information is listed under categories such as equipment, resorts, lessons and clubs, travel and events.

Autism Speaks

A useful list of online resources for travelling with autism or with a family member living with autism.

Autour

This iOS app was developed in Québec and is an eyes-free mobile system designed to give blind users a better sense of their surroundings. It incorporates data from more than 500 transport agencies from various countries, covering much of the US and Europe, along with 42 Canadian agencies. It also incorporates Open Street Map data, enabling it to identify streets, intersections and landmarks.

Be My Eyes

Be My Eyes is a free app, available on iOS and Android, that connects blind and low-vision people with sighted volunteers and company representatives for visual assistance through a live video call. A blind or vision-impaired person can connect via a live video call with one of one million sighted volunteers in 150 countries worldwide in more than 180 different languages to solve a variety of problems - anything from checking timetables, reading instructions or navigating new surroundings. Volunteer will help guide which direction to point your camera, what to focus on or when to turn on your torch.

Blind Sailing International

This organisation associated with World Sailing (ISAF), the world governing body for sailing, is dedicated to furthering the opportunities for visually impaired people to participate in competitive sailing. There are member organisations around the world: click on the Links tab for its partners.

BlindSquare

BlindSquare is an iOS GPS app developed for the blind and visually impaired, which is used together with VoiceOver. It describes the environment, announces points of interest and street intersections, and interfaces with other GPS apps such as Foursquare and Open Street Map. Most BlindSquare functions can be accessed through an audio menu via any headset or

speaker that supports Apple's music controller, which means you don't find the right buttons on your phone. There are some really useful features: not only can you find popular eateries or other points of interest nearby, you can also shake your device to hear your current address, as well as information about the location of the nearest street intersection and venues around you. You can track your destination, with BlindSquare periodically announcing the distance and direction, and mark your position so you can find it again later. You can set favourites, which are saved to iCloud and then can be accessed from all your devices. BlindSquare is available in English, Spanish, French, German, Italian, Dutch, Finnish, Swedish, Norwegian, Danish, Czech, Russian, Estonian, Polish, Arabic, Turkish, Portuguese, Japanese, Greek, Romanian, Croatian and Hungarian.

Ceiling Hoist Users Club

For anyone who needs a ceiling hoist, finding accommodation can be particularly difficult. This site hosts plenty of information about ceiling hoists generally, including suppliers, but most importantly has a directory of accommodation of all kinds, from hotels to B&Bs (mostly in the UK but also in about 10 other countries) that have this vital piece of equipment. Each entry has not only basic access information, but also some photographs.

Center for Autism & Related Disabilities

Based at the University of South Florida, this centre has a useful booklet giving information on how to make travelling with autism a smoother experience.

Cheap Flights

This article, 'Must-know airline info: Tips for travelers with disabilities' from June 2015, usefully gathers together and summarises information from 23 mostly American airlines on travelling with a disability, including telephone numbers and links to each airline's disability policy.

Disabled Divers International

Based in Denmark, Disabled Divers International is a nonprofit organisation founded in 2010 to promote, develop and conduct disabled scuba-diving training programs for professional and nonprofessional students. The majority of accredited programs are in Europe, but there are some in the Middle East and Southeast Asia, too.

Disabled Travel Guide

Although not exactly the 'comprehensive' guide it claims to be, this 2015 blog post from UKS Mobility is a good starting point for planning a trip if you have a disability or are travelling with someone with a disability. It steps you through the areas you need to think about when planning your trip and lists its top 20 disability-friendly cities. A more recent **blog post** gives tips for travelling with a disability from 14 disabled bloggers.

Epilepsy Action

Planning and on-the-road travel advice from the British Epilepsy Association.

Epilepsy Foundation

Succinct advice for travelling with epilepsy on different forms of transport.

European Commission

Find out what your rights are from the official European Commission page on

travelling with a disability by plane, train, coach/bus or ship within the eurozone. There's also a link to information about the EU parking card for PWD.

Fédération Internationale de l'Automobile

Can you use your disability parking permit overseas? Click on the map or use the menu at the bottom of the page to access extremely useful details regarding parking regulations applicable to owners of disability parking permits.

Friendship Circle

This Michigan-based nonprofit runs different programs aimed at children with 'special needs', which seems to be pan-disability but with a focus on autism and Down syndrome, and this page is no exception. It gives a useful step-by-step rundown of how best to navigate an airport if you are travelling with a disabled child. It is one of a series of articles on disability travel, links to the rest of which can be found at the bottom of the page. Also at the bottom of the page is a very useful list of links to special assistance pages for US and international airports (some of which are out of date).

Fuelservice

This is primarily, but not exclusively, a smartphone app created by a frustrated disabled driver who found it difficult to find an easy way to fill up his car with petrol. Coverage appears to be in Western Europe and North America, but it's impossible to know how many participating service stations there are without using the app. However, the iOS version received a five-star rating and glowing recommendations. I certainly wish we had this app in Australia!

Lonely Planet's Accessible Travel Online Resources

Support workers push three wheelchair users past rock formation, Red Canyon Dixie National Forest, Utah © AICHA NYSTRÖM, WWW.TAPOOZTRAVEL.COM

Getaboutable

Australian-based social enterprise that maintains a user-reviewed database of accessible venues and activities, searchable by disability, type of listing or location (text- or map-based).

Global Dialysis

Create a free account and log in to access a comprehensive global database of dialysis centres.

Heare

Route-sharing app for people with low or no vision using '3-D augmented reality audio technology'. Intriguing, but with no reviews on the App Store we're not sure how widely used or useful this is.

International Association for Handicapped Divers

Netherlands-based, internationally certified nonprofit organisation specialising in training people with a disability to scuba dive.

International Bureau for Epilepsy

Multilanguage *Traveller's Handbook* for people with epilepsy.

International Surfing Association

Learn about the history of adaptive surfing on this page of the official International Surfing Association. You can register your interest in adaptive surfing, enter details of your business that provides adaptive surfing programs, or order your free copy of the *Surfing for All* handbook.

Is This Venue Accessible?

This site seeks to provide detailed information about accessibility at

music venues in an eclectic group of countries: Canada, England, Ireland, Japan, Scotland and the US. It is unclear how many of these venues have been reviewed by the site owner and how many submitted by users, but there is basic accessibility information on dozens of music venues from the point of view of a wheelchair user.

It's Accessible

Map-based, user-reviewed database of wheelchair-accessible venues, originating in Spain, but with a total of more than 12,000 entries from around the world. Simple traffic light system: red, amber, green. It's available from Apple or Android app stores.

Jubilee Sailing Trust

A registered charity whose mission since 1978 has been to promote the integration of people of all physical abilities through the challenge and adventure of tall-ship sailing aboard two ships, *Lord Nelson* and *Tenacious*. Both ships will be based in Europe for much of 2018 and 2019, with the *Lord Nelson* sailing to Antigua via Gibraltar and Las Palmas at the end of 2018. For a firsthand account of my voyage on *Tenacious* on its 500th outing, from Sydney to Melbourne, click here.

Lonely Planet

Lonely Planet's **Travel for All** project, led by Accessible Travel Manager, **Martin Heng**, was launched in 2014. Join our **Travel for All Google+** group or visit the **Travellers with Disabilities** branch of the Thorn Tree forum to share and read travel stories. Follow Martin Heng on **Twitter** for accessible travel news.

Mobility International USA

Mobility International USA is not about travel and tourism but about empowering PWD to take advantage of the same international exchange opportunities as everyone else. The National Clearinghouse on Disability and Exchange team helps those with a disability to study, volunteer or intern in another country. It also helps PWD from other countries to travel to the USA to learn English, study, gain internships or volunteer.

Reduced Mobility Rights

A major news portal for people with reduced mobility (PRM), with a focus on access to air travel. The goals of this website are to make sure service providers comply with laws; to expose those who violate the laws; to promote awareness among operators and the general public; and ultimately to reiterate everybody's right to travel, irrespective of their condition. Roberto Castiglioni, the site owner, is extremely knowledgeable and well connected.

Sailability

Nonprofit, volunteer-based, worldwide organisation committed to providing opportunities for many disadvantaged groups, including PWD, to sail. This page gives links to associated organisations worldwide, with the exception of New Zealand, which can be found **here**. As a quadriplegic, I recently learned to sail with the Victorian branch.

Ski2Freedom

This registered charity has created a fabulous global information resource providing comprehensive information not only for skiing, but for all mountain activities for PWD. There is a page of detailed information about skiing with a variety of disabilities, from hemiplegia to muscular dystrophy, as well as links to disability skiing in Europe and worldwide. There are also numerous interesting articles in the News section. Just wow!

Special Needs Group

Organisation associated with Special Needs at Sea that has a certification system for travel agents. Visit this page to find 4200 certified travel professionals. Note that the certification does not necessarily mean a great deal: to quote from the website, 'This is a three-module, 65-minute, online certification course designed for travel professionals to increase their knowledge and earning opportunities

***TOP TRAVEL TIP**

Most importantly, don't feel limited by your disability, however minor or severe it is.

in the accessible travel/specialneeds market.' Check out the Cruise Accessibility tab for basic accessibility information on cruise ship features of each ship for each cruise line.

Paratransit Watch

Blog and jaw-droppingly broad-ranging directory of wheelchair-accessible and assisted ambulatory community transport. Although the majority of entries relate to the USA, there are several other countries covered: scroll to the bottom of the home screen for the full list of 'labels', including state, country and type of transport.

Toegankelijkopreis (Access to Travel)

This is a great resource, with countryby-country information and useful links, as well as helpful articles on how to plan and undertake your trip if you have access issues. The information has been created and curated by accessible travel expert Pieter Ghijsels (Accessible Tourism Policy Adviser for **"VisitFlanders" on page 19**, one of the world's most progressive national tourism organisations when it comes to accessible travel) and three of his friends. (Flemish language.)

Tripability

Crowd-sourced review site covering everything from accommodation through dining and entertainment to transport with entries not just in its base, Northern Ireland, but increasingly around the world. Check out the City Guide tab for some really useful information on various cities (and a couple of airports) around the globe. Michael Holden, its Belfast-based founder, maintains his own blog **here**, with the occasional guest blogger. (Credit and thanks to Michael for the links used for this resource.)

Wheelchair World

Information to assist PWD to travel around the world curated by site owner Susie, together with travel reviews submitted by wheelchair users to share their experiences. There's a country-by-country search function as well as a link to Susie's personal **blog**, which includes but is not limited to her travel experiences. Susie was generous enough to share with us some of her resources for inclusion in this publication.

Wheelmap

See the description of **Wheelmap** under Germany. Although relying on a simple traffic light classification, this organisation undoubtedly has the largest database of venues in the world.

Wheelmate

Created by continence equipment manufacturer Coloplast, this userreviewed website and app allows you to find wheelchair-accessible toilets and parking spaces worldwide. Obviously, developed countries are more densely populated and there are huge swaths of the world unrepresented. Note that icons can be present but 'unconfirmed'.

When We Travel...

US-based site that has some really handy lists of information for wheelchair-users. Click on the different categories in the left-hand menu, and you'll find a wheelchair-accessible filter.

WHEELCHAIR-ACCESSIBLE CAMPGROUNDS & RV PARKS

The wheelchair-accessible RV parks listed on this page and in the following locations are campgrounds where the public facilities like showers and restrooms are wheelchair accessible. Search by destination (eight different countries), price, setting, maximum stay, amenities and more.

WHEELCHAIR-ACCESSIBLE BED & BREAKFAST INNS

The wheelchair-accessible B&Bs listed on this page and in the following locations have at least one room that is wheelchair accessible. You can browse the inns by clicking on a destination. Search by location (about two dozen countries), price range, amenities and more.

WiderNet Project

This Disabled People's Organizations & Disability-Oriented Organizations portal, a gateway to thousands of pages from 235 websites, was created by the staff, students and volunteers of United States International Council on Disabilities (USICD), together with The WiderNet Project at the University of Iowa, with a grant from United States Agency for International Development (USAID). Searchable by disability or by region, this is a great place to start if you're looking for an organisation relevant to your disability in a country you're visiting or relocating to.

Wirecutter

This informative article gives advice about the best car-camping gear for wheelchair users, from which tent and sleeping bag to shower and bathroom equipment.

World Sailing

The Para World Sailing Committee of World Sailing is responsible for sailing for PWD worldwide and the Paralympic sailing program. Sign up for para world sailing news here.

SYLVIA LONGMIRE

www.spintheglobe.net

Sylvia Longmire is a service-disabled veteran, mother, author, consultant, entrepreneur and world traveller, and was voted Ms Wheelchair USA in 2016. She travelled extensively from an early age and during her time as an Air Force officer and Special Agent. After she was diagnosed with multiple sclerosis (MS) in 2005, her ability to walk started to deteriorate. Fortunately, the progression of her MS was slow enough that she could gradually adapt to new ways of travelling. Her goals are twofold: to educate people at home and abroad about the needs - and capabilities - of disabled travellers, and to encourage people with disabilities to leave their fears behind and seek adventure! When she's not travelling, she helps other wheelchair users travel through her own travel agency, Spin the Globe. She is a single mother to two amazing boys. who inspired her to form The PreJax **Foundation**, a nonprofit that provides college scholarships to students with MS or a parent with MS. Sylvia's latest book is The View from Down Here, a vibrant accessible travel photography showcase. All proceeds from this book are donated to her foundation.

How did your passion for travel begin?

When I was five years old! That's when my parents started taking me and my brother on summer road trips from South Florida to visit family friends in Canada. I saw 22 states by the time I was 12 years old.

How many countries have you visited?

Forty-one, and that number will be up to 46 by the end of 2018.

Where is the most accessible place you've been and why?

Domestically (in the US), Las Vegas is pretty amazing for accessibility, thanks to great sidewalks, hotels, and an abundance of wheelchair taxis. Abroad. I'm a huge fan of Singapore for its buildings, hotels and public transport.

Where is the least accessible place you've been and why? How did you get around the difficulties you faced?

Reykjavik was pretty tough because the entrance to almost every single shop and restaurant had a step. I ended up not buying much, and I ate at hotel restaurants because those were often the only ones I could get into.

What's your best travel experience?

Probably visiting Vienna. It's just a confluence of everything I love: music, art, architecture, history, food, friendly people - and fantastic accessibility.

© SYLVIA LONGMIRE



What's your worst travel experience?

On the airport tarmac in Frankfurt, somehow the ground crew managed to dislodge the front tyre of my electric scooter from the rim. I spent the onehour flight from Frankfurt to Ljubljana freaking out not knowing if I'd be stranded. Fortunately, the ground crew in Ljubljana fixed it, but it was an awful hour waiting for that.

Which place(s) is/are at the top of your bucket list?

Cape Town, South Africa. It's such a long and expensive trip, but I'll eventually get there. I also really want to visit Torres del Paine in southern Chile.

What advice would you give to a traveller with a condition similar to yours?

Persist despite your fear. There's always a solution to every accessibility problem, and strangers are more willing to help than you might think.

What's your favourite travel hack?

I love my smartphone apps, from SeatGuru for picking the best seat on a long-haul flight to Google Translate for helping me haggle with street vendors who don't speak English. Many cities also have apps for calling accessible taxis and picking accessible street routes.

What's the one thing you can't live without on the road?

My phone (aka camera) and drone! As a travel blogger, I'm highly dependent on great photos and videos to accompany my text, so I need my tech toys to help make those happen.

What could tourism service providers do to make your life easier?

Bring us into the planning process. They need to work with the wheelchair users they're serving and ask us what we actually want and need instead of just assuming, or doing the bare legal minimum.

What could other travellers do to make your life easier?

Remember that you're not at home. Do some research about where you're going, and respect the cultures and customs of others. I don't want foreigners thinking I'm a rude American because of the way others have behaved before me.

Where is your next trip?

I'm visiting Belfast, Northern Ireland, for a few days in August.

General Resources

WEBSITES PROMOTING ACCESSIBLE TRAVEL/ INCLUSIVE TOURISM

Access Tourism New Zealand

The very knowledgeable and wellconnected Sandra Rhodda provides an introduction to, as well as news and views about, accessible tourism.

Accessible Tourism Research

This blog, maintained by the world's leading academic in accessible tourism, Simon Darcy from the University of Technology Sydney, seeks to present a brief history of accessible tourism through reviewing key documents and presenting new research as it is published.

European Network for Accessible Tourism

The European Network for Accessible Tourism (ENAT) is a nonprofit association for organisations that aim to be at the forefront of the study. promotion and practice of accessible tourism. Although based in Europe, and formerly funded as a pilot project (2006–07) by the European Commission, ENAT members span the globe, coming from more than 30 countries on five continents. There is a wealth of information on this website. useful for policymakers, researchers, business owners and practitioners as well as anyone interested in the field of accessible tourism. Lonely Planet has signed a collaborative agreement with ENAT to jointly pursue accessible

tourism initiatives. (ENAT's managing director, Ivor Ambrose, reviewed this document as a technical advisor.) ENAT's page of **country-by-country links** is an incredibly useful resource.

Rolling Rains

The world's best-known and highly respected accessible-travel guru, the late Scott Rains, explored inclusive tourism, legislative developments and other issues in the sector. This was the go-to site for anybody with a serious interest in accessible travel and it is still worth exploring as a repository of wisdom and happenings in the field– there's a lifetime of experience and weeks of reading to be found here. Scott's passing was a huge blow to the accessible travel sector.

Society for Accessible Travel & Hospitality

The Society for Accessible Travel & Hospitality (SATH) is a US-based nonprofit organisation founded in 1976 to raise awareness of the needs of travellers with disabilities, remove physical and attitudinal barriers to free access, and expand travel opportunities in the US and abroad. This was the North American equivalent of ENAT, but it appears to be a number of years since the society has been active. Nonetheless, there's lots of (ageing) information to be found on this site. including blogs, travel tips and access information, and a page of online resources that becomes less and less useful as time goes by.

TravAbility

TravAbility was set up in 2007 by Melbourne-based Bill Forrester and Deborah Davis (also of **Push Living**) as a vehicle to publish accessible travel information. Today, apart from arranging and booking tours and travel for people with access issues, Bill is a strong advocate for equality in accessibility in the hospitality and travel industries, with a particular focus on the need for change in the supply side (ie businesses providing services to travellers). TravAbility's vision statement is simply 'To make the world accessible to all'. There is an enormous amount of information on this website, including detailed guides, news and white papers that Bill has penned. Sick and tired of seeing able-bodied models posing in wheelchairs, Bill, a keen photographer, also set up PhotoAbility, a commercial stock image library featuring models with disabilities to boost representation of PWD

FORUMS

Accessible Travel Club

Facebook group set up by **Srin Madipalli**, now Director of Accessibility at **"Airbnb" on page 161**, which is very active and has many members who are quick to respond to any and every question.

Accessible Travel Forum

Relatively new forum set up by Josh Grisdale of **"Accessible Japan" on page 42**. It aims to be a community of travellers and a place for conversation rather than just a bulletin board.

Accessible Travel Online

Facebook group set up by Marlies van Sint Annaland of **"Accessible Travel Online" on page 143e** for travelling PWD to ask questions and share stories.

ENAT Accessible Tourism Group

Facebook group hosting news and views about accessible travel set up and maintained by the "European Network for Accessible Tourism" on page 92.

Lonely Planet Thorn Tree

Travellers with Disabilities branch of one of the oldest online travel communities on the web: a place to ask and answer questions of fellow travelling PWD.

TRAVELLERS WITH DISABILITIES VISITING JAPAN CAN LOOK FORWARD TO EXCELLENT FACILITIES

- The Japanese train system is highly efficient and wheelchair-friendly. The stations alone are a great resource for wheelchair travellers as most have accessible restaurants and restrooms, not to mention convenience stores. On the shinkansen (bullet train) and other long-distance trains, there is a marked wheelchair-accessible car with widened doorways, spaces for wheelchairs and an accessible restroom.
- Bathrooms in hotels and public places have wonderful design and function.
- Japan is the originator of using tactile paving to help the visionimpaired navigate.
- Elevators have a priority button for disabled users.
- The kindness and generosity of strangers is overwhelming.

Ashley Lyn Olson www.wheelchairtravelling.com

Lonely Planet's Accessible Travel Online Resources

HILL

Woman reading Braille information panel, Bruges © VISITFLANDERS/KRIS JACOBS

Airlines & Airports

AIRLINES

Below are the special assistance pages for most of the world's major airlines.

Air Canada

Air Canada's 'medical/mobility'(!) page, giving information about policies, facilities and procedures for anyone with particular needs, from allergies to travelling with oxygen or a service animal.

Air France

There's a downloadable PDF guide on this page; click on the 'Your Disability' tab to access more specific information.

Alaska Airlines

Alaska Airlines' accessible travel services page.

Alitalia

Alitalia's special assistance page, including a link to a medical information form which may be required.

Allegiant Air

Allegiant Air's FAQs for passengers requiring additional assistance.

American Airlines

American Airlines' special assistance page.

ANA

ANA's information for customers with disabilities, including a link to a medical information form which may be required.

Cathay Pacific

Cathay Pacific has a page dedicated to 'help for passengers', including not only PWD, but also elderly passengers, pregnant women and families with children.

China Eastern Airlines

It's recommended that you contact your local reservation office at least 72 hours before departure to arrange assistance and it's stated that cabin crew cannot provide in-flight assistance with eating or visiting the bathroom.

China Southern Airlines

The process for receiving assistance as a PWD from this airline appears to be somewhat complicated, and you may well need a certificate of diagnosis. There is link at the top of this page to a Disabled Service Request which appears to be mandatory for almost all services you may need, even if only checking in a wheelchair.

Delta Airlines

Delta Airlines' special assistance page, including a link to a dedicated page for travellers with disabilities.

EasyJet

This is essentially a page of FAQs for travellers requiring special assistance. Note that there is a link to a separate page covering medicine, medical conditions and equipment.

Emirates

Information for customers with particular needs from Emirates, with advice to contact your local office to confirm any regional differences.

Etihad Airways

Etihad Airways has a page dedicated to 'travelling with special medical requirements' (somewhat dismaying), together with fitness to fly guidelines and medical forms that may be required. You need to scroll right down to find any information about assistance and facilities.

Hawaiian Airlines

Hawaiian Airlines explains how it can assist its guests with disabilities.

Japan Airlines

Japan Airlines' guide for customers with disabilities, including those with illness or injury and policies covering equipment. Reassuringly, PWD and those suffering from illness and injury are treated as 'Priority Guests'.

JetBlue

JetBlue's special assistance page, with policies and procedures.

KLM Royal Dutch Airlines

Special assistance is provided by KLM CARES! This page tells you how KLM CARES is here to assist you. Includes links to medical information forms which may be required.

Lufthansa

Start here to find out all you need to know if flying with Germany's national airline; there are links to relevant pages depending on your impairment, as well as a travel preparation checklist. The German National Tourist Board also gives an **overview of Lufthansa services for PWD**.

Porter

Porter's disability assistance page.

Qantas

Qantas' page for 'specific needs', which is particularly comprehensive in its coverage. As a frequent flyer with Qantas myself, I'm aware that this is one of a few airlines that requires a dangerous goods clearance form if travelling with a motorised wheelchair.

Ryanair

Ryanair has a long list of special assistance FAQs.

Singapore Airlines

Singapore Airlines' well-designed special assistance page, covering everything from mobility aids to medical travel companions.

Southwest Airlines

Southwest Airlines' policies and procedures for customers with disabilities.

Spirit Airlines

Spirit Airlines FAQs for travelling with particular needs.

Turkish Airlines

This page gives an overview of services for passengers who need special assistance, including relevant US phone numbers. There is a little more information on the special assistance FAQs page.



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© VISITFLANDERS/KRIS JACOBS



Top:

Two hand-cyclists passing through farmland in Heuvelland, Flanders

Bottom:

Three hand-cyclists on a leafy country lane in Heuvelland, Flanders

Virgin Atlantic

Virgin Atlantic's special assistance page is comprehensive and well-designed, as befits an airline renowned for its commitment to catering to the needs of PWD.

Virgin Australia

For information regarding assistance when flying with Virgin Australia you'll need to go to its Planning page and select your particular requirement.

United Airlines

United Airlines' policies and procedures for customers with disabilities.

WestJet

WestJet's page for guests with particular needs.

AIRPORTS

Below are the special assistance pages for the world's 20 busiest airports according to passenger numbers in 2017 (with a couple of outsiders deserving of special mention).

Amsterdam Schipol Airport

Passengers requiring additional assistance are directed to separate pages for arrivals, departures and transfers and then guided through the process step-by-step. There are separate menus for companions, medicines and medical aids and personal assistant services, the last of which may be of great interest as it spells out exactly what these assistants can do. There's a prominent link on the page to request for assistance.

Atlanta International Airport

In terms of passenger traffic, this has been the world's busiest airport for the past several years. This is the airport accessibility page, run by its own ADA office. It not only provides fairly comprehensive passenger information, but also useful-to-know updates and the procedure for filing a complaint if you are a passenger with a disability. The airport also runs a Wings for Autism acclimatisation program designed to assist children on the spectrum to cope better with the real thing.

Beijing Capital International Airport

You have to dig deep to find information relating to accessible travel, and the information that is there is minimal. In addition to the 'handicapped-userfriendly facilities' information on this page – which includes scant information about accommodations for mobilityand vision-impaired passengers – you can also click on relevant sections in the left-hand menu, such as Medical Services and Special Passenger Services.

Berlin Airport

The accessible travel page for Berlin's Tegel Airport. My experience at this airport was seamless.

Brisbane Airport

Brisbane recently became host to Australia's first dementia-friendly airport, and has produced a user guide. However, the guide is full of very useful advice and information for those with dementia negotiating any airport and is worth a look if you or one of your travelling companions has the disease.

Chicago O'Hare International Airport

There's a wealth of information on this page – from locations of service animal relief areas to rental car companies that can provide hand-controlled vehicles – together with an Accessibility Map where you can find all of the services mentioned.

Dallas/Fort Worth International Airport

Barely sufficient information covering parking, service animals and transport to and from the airport, among other things.

Delhi India Gandhi International Airport

There is virtually no information for PWD, with passengers being referred to its airline and/or ground handling agency. Having arrived at and departed from this airport myself, I can attest that mobility-impaired passengers are given sufficient assistance, but be prepared for long queues and the feeling of being treated like baggage. It's very unlikely that your wheelchair will be brought to the plane door.

Denver International Airport

From accessible parking options to pet relief areas – you'll find all the information you need here.

Dubai Airport

Perhaps indicative of local priorities, this airport provides more information about smoking lounges than it does about what facilities there are for passengers with access needs. The only advice given is to inform your airline in advance if you are a passenger with restricted mobility or a particular need. There is more detailed information, including contact numbers **here**.

Dublin Airport

Information for PWD using Dublin Airport; although the page is entitled 'Reduced Mobility', there is also information useful for the vision- and hearing-impaired. Importantly, this page gives contact details for the Access Officer should you require additional assistance.

Guanzhou Bzaiyun International Airport

Scroll down to find just a little information about facilities for PWD.

Hong Kong International Airport

There's a bewildering array of services offered to passengers at this airport, but it was hard to unearth this page! Once here, however, you will find general information about departures, plus information specific to different access needs: mobility, vision, hearing or other.

Istanbul Ataturk Airport

A no-frills list of services and facilities on offer for PWD and passengers with access needs.

Jakarta Soekarno Hatta Airport

There is virtually no information to be found on this badly designed and illfunctioning website other than that there is an airport helper who can assist PWD, although it is not clear even if a wheelchair service is provided.

Lonely Planet's Accessible Travel Online Resources

Wheelchair user on a guided tour of the Royal Gallery, Houses of Parliament, London © VISITENGLAND/LUKE ROGERS

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Los Angeles World Airports

This page gives information for travellers with disabilities to help them plan and prepare for their travels as well as to navigate the airport terminals. There are numerous sub-pages containing the exhaustive information, but the most useful appear to be Wheelchairs and Medical; Disability Services at Airport; and Autism & Flight Experience Sign-up.

London Heathrow Airport

Information and advice to help passengers with particular needs plan their route through Heathrow airport, including how to request assistance, information on parking and public transport and a section on hidden disabilities. There's also a checklist for what you should to do before leaving home, which covers topics such as assistance animals and travelling with medication or mobility aids. This section has a very handy link that gives average distances to each terminal, which will be particularly important for slow walkers.

Manchester Airport

A full and detailed guide for navigating Manchester Airport if you have access needs, including PWD. Note that there is an Eaglehoist that needs to be prebooked and a Changing Places facility, and that there is a link to a full and very detailed access guide conducted by DisabledGo.

Paris Charles de Gaulle Airport

Interestingly, the only information available appears to be for people with reduced mobility with nothing for passengers with any other type of impairment – and even that is scant.

Seoul Incheon Airport

You'll find information about airport accessibility on the Korean Air website rather than the airport website! Scroll to the end of page for an airport helpdesk text message Q&A service.

Shanghai Pudong International Airport

Under the intriguingly named 'Love Channel' menu, the totality of information – apart from service hotline telephone numbers – is as follows: 'Unaccompanied elderly above 70 years old, pregnant women and persons with disabilities can have access to wheelchairs or baby strollers free of charge. They can also receive priority check-in, frontier inspection, security inspection and boarding privileges.' This leaves something to be desired...

Singapore Changi Airport

There is surprisingly little information on this special assistance page; it's limited to stating that they offer wheelchair services and have lifts and adapted toilets! However, my experience of customer service at this airport was first-rate, with an unparalleled three members of staff on hand to see me through to the taxi rank.

Tokyo Haneda Airport

In a page endearingly entitled 'To All Handicapped Passengers' (notwithstanding the more politically correct URL), this page notes Japan's official commitment to Universal Design principles and gives comprehensive information about facilities, with links to separate pages containing information specifically targeted at the mobilityimpaired, the vision-impaired and the hearing-impaired.

Tokyo Narita Airport

Travellers requiring assistance should visit this page for comprehensive information, sensibly segmented according to type of disability with relevant subheadings under each category. As with Tokyo's other international airport, the adherence to Universal Design principles is explicit and indeed there is a subsection of this page which describes Universal Design service facilities.

Toronto Pearson Airport

Toronto Pearson has partnered with tech developers Magnusmode to offer a free app that works as a digital how-to guide for people with cognitive issues, particularly autism. This is gold-class service! In fact, the cards on the app have a much broader use than merely navigating through an airport – if you're travelling with someone on the autism spectrum, it may be worth your while checking this out.

CORY LEE WOODARD

www.curbfreewithcorylee.com

Cory Lee was diagnosed with spinal muscular atrophy aged two, but that certainly hasn't diminished his desire to travel – wheelchair and all. He has traversed six continents and blogs about his accessible (and sometimes not so accessible) travel adventures. Since starting his blog in 2013, he has gained more than 50,000 followers across social media and his blog won the prestigious 2017 Lowell Thomas Award for Best Travel Blog. Cory Lee hopes to inspire others to break out of their comfort zones and start rolling around the world.

How did your passion for travel begin?

My mother worked in a school when I was younger, so she had a few months off work every summer. We used that time to explore domestically in the US until I was 15, when we branched out internationally with a cruise to the Bahamas. That was the first time that I had ever seen a different culture and tried new foods, and I was bitten immediately by the travel bug. I wanted to see the rest of the world and discover what differences other countries had as well.

How many countries have you visited?

I've set wheel in 26 countries and six continents so far.

Where is the most accessible place you've been and why?

I'd have to say that Sydney, Australia, is probably the most accessible place I've been. Everything was tremendously accommodating, from transport to attractions and restaurants, and the people were incredibly helpful also. There was nothing that I wanted to do and couldn't.

Where is the least accessible place you've been and why? How did you get around the difficulties you faced?

I had a really tough time when I visited Paris back in 2011. While the Eiffel Tower and some other attractions were accessible, the metro wasn't accessible and I could only find one wheelchair taxi in the whole city. It was \$650 per day to use the accessible taxi, so extremely expensive. Luckily, I was only there for one full day, so I didn't go broke, but I was less than impressed with accessibility in Paris.

What's your best travel experience?

I have quite a few epic travel experiences that come to mind, but the most recent one was riding a camel in the Sahara Desert of Morocco. I never thought that I could realistically ride a camel, much less in the Sahara, but Morocco Accessible Travel Consultants have invented an awesome adapted



camel saddle that worked brilliantly. It was an incredible experience that I'll never forget.

What's your worst travel experience?

I don't know if I have a 'worst' per se, as I try to always be as positive as possible. However, the scariest experience was in South Africa when a hippo lunged out of the water, grabbed on to the side of my wheelchair, and started pulling it – and me with it – into the water. Luckily, someone intervened and the hippo let go just in time. But for a moment I thought I was a goner. It was intensely frightening.

Which place(s) is/are at the top of your bucket list?

At the very top of my bucket list is reaching my seventh continent, Antarctica. That might be a while away from happening, so some other dream destinations are Egypt, India (where I'm actually headed later this year), Japan and Italy...just to name a few.

What advice would you give to a traveller with a condition similar to yours?

I'd say to plan a trip as far in advance as possible. Unlike able-bodied travellers, we can't just hop on a plane to some foreign land at the last minute. Planning early – I'd advise more than six months in advance – will give you plenty of time to arrange transport, find a suitable hotel, organise accessible tours and so on. Advance planning will definitely make the trip less stressful once you're at your destination.

What's your favourite travel hack?

This is going to sound crazy, but never leave home without duct tape. Seriously, it has come in handy for me so many times. For example, when I arrived in Amsterdam a few years ago, we realised that the armrest on my wheelchair was broken. However, duct tape saved the day! We rigged it up well enough to make it work for the remainder of that trip, until we could get home and have it properly repaired.

What's the one thing you can't live without on the road?

Aside from my wheelchair, I'd say my phone. It serves as my camera, GPS, entertainment and connection to the rest of the world.

What could tourism service providers do to make your life easier?

I would love it if everywhere would list accessibility information on their websites. I always check an attraction's website first for accessibility info, and most of the time there's nothing there. Sometimes I'll call the attraction to check, but other times I'll just try to find a different attraction that does have accessibility info on their site. Make it easy for us to know if we can visit and you'll have our business.

What could other travellers do to make your life easier?

Please take the stairs if you really don't need the elevator. Whenever I'm travelling, especially if I'm on a cruise, it seems like I have to wait forever to get an elevator that isn't packed with people. If you're able, please be courteous to others that have no other way to get where they need to go.

Where is your next trip?

In a couple of weeks, I'm headed to Barcelona for the first time; and in August I'll be cruising around Alaska! I'm super excited for both, as they have been huge dream destinations for me as long as I can remember.

Specialist Sporting & Adventure Travel Organisations

FLYING APT Charitable Trust

Operating since 1994, this Wiltshire, UK, charity offers people with significant physical disabilities the opportunity to experience flying in specially adapted microlight aircraft, but also to qualify for a National Private Pilot's Licence.

Wheelies with Wings

An Australian nonprofit charity that offers PWD the opportunity to gain flying experience and even a licence.

GENERAL

Access Adventures

This registered UK charity, operating since 2015, organises camps for PWD to engage in adaptive sports and outdoor activities, including waterskiing, wakeboarding, alpine skiing, downhill biking, road biking, kayaking, canoeing, archery and shooting!

Achieve Tahoe

Established in 1967 as Disabled Sports USA Far West, based in North Lake Tahoe, this venerable organisation seeks to provide affordable adaptive sports and recreational activities for PWD. Its encouragement of family participation seeks to strengthen family bonds and mitigate the isolation of individuals with disabilities.

Adaptive Adventures

Nonprofit organisation providing opportunities (largely in the Midwest and Colorado) for people of all ages with physical disabilities to participate in a variety of sporting activities, from cycling and kayaking to rock climbing and waterskiing.

Celtic Quest Coasteering

Coasteering is everything from cliff jumping to scramble climbing, sea-level traversing and directional floating or, as they put it 'kayaking without a boat, surfing without a board, bungee jumping without a bungee'! This Pembrokeshire, Wales, specialist caters to a wide range of PWD, including deaf, blind, hearingand vision-impaired people, as well as those with a cognitive impairment.

Disabled Sports USA

Umbrella organisation offering yearround outdoor sports and activities, including instruction and adaptive equipment, for PWD. Click on the 'Chapters' tab to find a local affiliated organisation.

Maine Adaptive

Founded in 1982, this nonprofit organisation provides a variety of programs for PWD to participate in both winter (skiing, snowboarding and snowshoeing) and summer (golf, cycling, hiking, tennis, fishing and paddling) outdoor activities.

National Sports Center for the Disabled

Based in Colorado, the National Sports Center for the Disabled offers a variety of year-round sports and recreational activities for individuals with almost any physical, cognitive, emotional or behavioural condition.

New England Disabled Sports

New England Disabled Sports (NEDS) is a nonprofit organisation (a chapter of Disabled Sports USA) founded in 1987 that provides adaptive summer and winter sports instruction to adults and children living with physical and cognitive disabilities. Headquartered at Loon Mountain Ski Resort in Lincoln. New Hampshire, and at the Bretton Woods Ski Resort at Omni Mount Washington Resort, NEDS also runs a unique Pre-Adaptive Coach (PAC) training program for high-school-age volunteers interested in learning how to become a coach to students with disabilities.

Northeast Passage

This nonprofit organisation, operating out of the University of New Hampshire, offers innovative barrier-free recreation programs for PWD, encompassing both recreational and competitive sports. It also offers equipment rentals. There's a seemingly exhaustive list of web resources for a huge range of sporting and outdoor activities.

Wheeling Forward

New York–based organisation providing wheelchair users with advocacy, mentorship and support services. Mentioned here for the adaptive sporting programs – in particular waterskiing – that it offers.

MOUNTAIN SPORTS

Adaptive Skiing

Links and resources for those interested in adaptive skiing in North America. Information is listed under categories such as equipment, resorts, lessons and clubs, travel and events.

Adaptive Sports Center

This nonprofit operates year-round from the Crested Butte Mountain Resort in Colorado, with its main activities being skiing, snowboarding and downhill mountain biking. It offers scholarships for individuals in financial need.

Ignite Adaptive Sports

This nonprofit, established in 1975, offers alpine and cross-country skiing, snowboarding and snowshoeing from its base near Boulder, Colorado.

Ski2Freedom

This registered charity has created a fabulous global information resource providing comprehensive information not only for skiing, but for all mountain activities for PWD. There is a page of detailed information about skiing with a variety of disabilities, from hemiplegia to muscular dystrophy, as well as links to disability skiing in Europe and worldwide. There are also numerous interesting articles in the News section. Just wow!

Vermont Adaptive Ski & Sports

This nonprofit, in operation for almost 30 years, offers a huge range of adaptive adventure sports, from alpine skiing to horseback riding in three locations: Killington, Warren and Bolton. Different programs operate year-round.

Lonely Planet's Accessible Travel Online Resources

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Top:

Smiling female support workers assist smiling female wheelchair user along a track, Bryce Canyon National Park, Utah

Bottom:

Travel blogger Cory Lee Woodard in front of the Dome of the Rock, Jerusalem
Voucher Cloud

This article, 'The Ultimate Guide to Adaptive Skiing and Adaptive Ski Resorts', is indeed a great overview of adaptive skiing and introduces some of the top North American ski resorts and programs, not to mention the top nonprofit organisations operating in the sector. Scroll to the bottom for a resources guide with links to the main organisations mentioned in the article.

Whistler Adaptive Sports Program

This society offers the opportunity for adults and children with both physical and cognitive disabilities to access one of the world's best mountain resorts and participate in an incredibly broad range of activities – alpine skiing and racing, snowboarding, Nordic skiing, hiking and trail riding, hand cycling, biking, canoeing, kayaking, rowing, swimming, triathlons, running, yoga and gymnastics – at all levels from 'grassroots to the podium'.

SAILING

Blind Sailing International

This organisation associated with World Sailing (ISAF), the world governing body for sailing, is dedicated to furthering the opportunities for visually impaired people to participate in competitive sailing. There are member organisations around the world: click on the Links tab for its partners.

Hansa Class Association UK

Official UK association for the universally designed sailing dinghies of Chris Mitchell. If you are interested in sailing a Hansa, get in touch with this nonprofit charity.

Jubilee Sailing Trust

A registered charity whose mission since 1978 has been to promote the integration of people of all physical abilities through the challenge and adventure of tall-ship sailing aboard two ships, *Lord Nelson* and *Tenacious*. Both ships will be based in Europe for much of 2018 and 2019, with the *Lord Nelson* sailing to Antigua via Gibraltar and Las Palmas at the end of 2018. For a firsthand account of my voyage on *Tenacious* on its 500th outing, from Sydney to Melbourne, click **here**.

Sailability

Nonprofit, volunteer-based, worldwide organisation committed to providing opportunities for many disadvantaged groups, including PWD, to sail. This page gives links to associated organisations worldwide, with the exception of New Zealand, which can be found **here**. As a quadriplegic, I recently learned to sail with the Victorian branch.

Sailing for All

Company based in Northamptonshire, UK, producing Hansa class sailing dinghies and catamarans, endorsed/ licensed by Chris Mitchell of Sailing for Everyone. Click on the 'Clubs' tab to find UK sailing clubs using these dinghies.

Sailing for Everyone

Foundation based in New South Wales, Australia, whose Hansa sailing dinghies have been developed and designed by Chris Mitchell along Universal Design principles and are therefore suitable for everyone. There's a blog with news of affiliated/similar organisations around the world.

Sailors with Disabilities

Sailors with Disabilities is an Australian nonprofit organisation that uses sailing as a tool to build confidence, selfesteem and new relationships for PWD, as well as the socially disadvantaged. It provides free sailing and training programs for PWD, disadvantaged children and adults, and their carers.

World Sailing

The Para World Sailing Committee of World Sailing is responsible for sailing for PWD worldwide and the Paralympic sailing program. Sign up for para world sailing news here.

SCUBA DIVING

Bali International Diving Professionals

Offers dives for qualified disabled divers and diver training for people with a physical disability. Also offers training to able-bodied qualified divers to become a dive buddy for divers who have a disability. It has a purpose-built boat and advises getting in touch to discuss your particular needs.

Disabled Divers International

Based in Denmark, Disabled Divers International is a nonprofit organisation founded in 2010 to promote, develop and conduct disabled scuba-diving training programs for professional and nonprofessional students. The majority of accredited programs are in Europe, but there are some in the Middle East and Southeast Asia, too.

Dive Pirates

Registered US charity run by a group of volunteers to support, train, equip and provide dive travel to PWD.

Diveability

Learn to dive with this UK-based charity, which has also in the past run trips to Sharm El Sheikh in Egypt.

Diveheart

A nonprofit Illinois-based organisation providing educational scuba-diving programs for children and adults with a disability. Also runs programs in Atlanta, Florida, Virginia...and Malaysia.

Diveheart UK

UK-based sister organisation to the above: a registered charity offering scuba-diving programs not only for PWD, but also their carers.

Handicapped Scuba Association

Long-established California-based association providing independent, international diver training and certification services: the disabled equivalent of PADI. You can search worldwide for affiliated organisations, instructors, programs and even dive buddies.

International Association for Handicapped Divers

Netherlands-based, internationally certified nonprofit organisation specialising in training PWD to dive.

Scuba Trust

This nonprofit charity was established in 1996 to promote scuba diving for all abilities and is now one of the UK's leading dive organisations for PWD, for both PADI certification and diving holidays abroad, taking into account not only diving facilities but also accessible hotel accommodation.

Seable

This award-winning UK-based company offers active adventure holidays, including scuba diving and windsurfing, specialising in catering for the blind, vision-impaired and wheelchair users. See **Seable**.

SKYDIVING

Dropzone

The Skydivers with Disabilities branch of this general skydiving forum appears to be quite active.

Skydive Ramblers

This Queensland skydiving company has experience offering tandem dives to wheelchair users and even has qualified paraplegic dive masters. It offers no guarantees for acceptance, but is very happy to assess the suitability of wheelchair users on an individual basis.

SkydiveBC North

This British Columbian organisation has been running an adaptive skydiving program since 2008.

SURFING

Access Surf

This Hawaiian nonprofit, celebrating its 10th anniversary, provides communitybased programs for anyone with a physical or cognitive disability to enjoy water-based activities – not just surfing, but also swimming, kayaking and paddling.

Adapt Surf

Set up in 2007 by Pirata, the godfather of adaptive surfing, this Brazilian

nonprofit association not only runs an adaptive surfing program, but also promotes social inclusion of PWD to access to leisure, sport and culture. (Portuguese language.)

International Surfing Association

Learn about the history of adaptive surfing on this page of the official International Surfing Association. You can register your interest in adaptive surfing, enter details of your business that provides adaptive surfing programs, or order your free copy of the *Surfing for All* handbook.

Life Rolls On

Founded by world champion quadriplegic surfer Jesse Billauer in 2001, Life Rolls On is a nonprofit organisation dedicated to improving the quality of life for young people affected by spinal cord injury. The organisation hosts numerous adaptive surfing and skating events in multiple states. Spaces are limited so book early.

Surfability UK

This community interest company – profits are reinvested to develop methods and purchase equipment to enhance the program – was founded in 2013 to offer PWD and their carers the opportunity to participate safely in this sport using tandem surfboards, surfing helmets, buoyancy aids and beach access wheelchairs. It also uses iPads with communication software and instructions in simple picture formats to ensure participants with learning difficulties are able to understand and respond appropriately.

COOPER SMITH

www.smithsholidayroad.com

Cooper is 13 and has dyskentic quadriplegia cerebral palsy from a brain injury at birth. He's part of a family of five based in Melbourne, Australia, who love to explore and go on adventures as often as possible. Parents Andrew and Bron, and siblings Pepper (9) and Elwood (6) make up the rest of the Smith family. Their hope is simply that you enjoy reading about their travels and that they give you the inspiration to get out and about with your own family, no matter what your circumstances.

How did your passion for travel begin?

When I was 18 months old my parents took me to Singapore for therapy and that's where the travel bug bit!

How many countries have you visited? I have explored 24 countries.

Where is the most accessible place you've been and why?

I really liked Seoul in South Korea as the public transport was really easy to get around on. Honolulu in Hawaii was also great as there were smooth paths and easy entry into shops and restaurants. At Hanauma Bay they even had a beach wheelchair you could borrow too.

Where is the least accessible place you've been and why? How did you get around the difficulties you faced?

I travel a lot to Southeast Asia where wheelchair access is very limited. The people are so friendly though and always happy to help. My parents usually carry me if I need or I can now take lots of steps by myself. In Mongolia our host actually piggy-backed me up to a mountain temple!



national park. I stayed in a traditional house called a ger and lived with a great guy called Mogi. We went horse riding and lived very simply with no electricity and collected water from the river.

What's your worst travel experience?

Probably the city of Ulaanbaatar, the capital of Mongolia, as it was so dirty and dusty and there wasn't much to do. It was much better going out to the plains.

Which place(s) is/are at the top of your bucket list?

The Maldives, Mexico, Scotland and Ireland.

What advice would you give to a traveller with a condition similar to yours?

Don't expect that things will be easy but always try.

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What's your favourite travel hack?

I love using my freewheel on the front of my manual chair and taking my tablet to watch Netflix!

What's the one thing you can't live without on the road?

My tablet and a good pillow!

What could tourism service providers do to make your life easier?

Make adventure sports and adrenaline rush sports more accessible.

What could other travellers do to make your life easier?

Stop and take the time to get to know me, and be patient with my voice.

Where is your next trip?

I am going to India with my family for three weeks. We're going to explore Rajasthan and Kerala.



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Travel Blogs

1000 Découvertes sur 4 Roulettes

Young, well-travelled Belgian powerwheelchair user Blandine recounts her adventures in two dozen countries around the world, as well as imparting practical advice to inspire others with a disability to travel. (French language.)

20 States on Wheels

Blog maintained by four students – one in a wheelchair – who decided to do a road trip across America in 2014 to raise awareness about accessibility information.

Access Trip

This online travel guide for people with reduced mobility (including, but not exclusively for, wheelchair users), put together by a team of contributors, covers numerous destinations around the world. There's practical information covering everything from airports to pavements, written in a blog style and including pictures. While broad-ranging, the content does lack depth. (French language.)

Accessible Family Travel

A blog written about travelling as a family with diverse access needs. The site features useful links and access information about an expanding list of destinations, plus some guest blog posts. The In the Know tab contains travel tips and articles with general advice.

Accessible Travel & Vacations

Blog maintained by wheelchair user Alan Vuong from Calgary, Canada. Most entries are in North America, with one article covering his trip to Machu Picchu and another to Dubai.

Accessible Travel Netherlands

Inbound travel agent for accessible city trips and holidays in the Netherlands. Included in this section because of the numerous very informative **blogs** hosted on this site, particularly by the site owner, Veroniek Maat, who has recently published an **Amsterdam city guide**.

Accessible Vacations

The adventures of Danny (wheelchair user) and his wife Val in Hawaii.

Accessible World Travel

'Information for the disabled traveller from a disabled traveller', covering visits to Cuba, Italy and Iceland (including guest blogs).

Accessibility Matters

Firsthand reports by wheelchair user Declan Groeger, covering a number of accessible venues in Ireland, especially in and around Cork. There are also a few entries from other countries and 81 'Just thoughts', many of them about his MS.

Accessibility Reviews

Alison, who has MS, keeps an online journal of her travels around the north of England and further afield commenting on the accessibility of venues she visits. This site would be of more use if the navigation were improved: at the moment it is in chronological order only and so may be of most interest to people in the area.

AccessiTrip

Blog maintained by ENAT member Irina Martinez from Valencia who travels with a disabled relative and operates an accessible travel agency. Her informative blog – some entries including very useful photographs – is expanding all the time and has diversified from destination-specific posts to thematic posts.

Anything Is Possible Travel

Blog maintained by Jeri and daughter Carrieanna Hess, who has MS, which she has not allowed to diminish her love of travel. Apart from lots of posts about California, there are stories from their international travel and a few guest posts. It's not heavy on access information, however.

Autism Family Travel

The Russell family, by their own admission, held off from travelling because a family member was on the autism spectrum. They've now put that behind them and are avid travellers. Although the Destinations tab has yet to be well populated, there are plenty of blog articles giving advice on everything from planning to unexpected events, as well as more specific advice about creating quiet time and souvenir shopping.

Bimblers

Self-described as the most unlikely of travel bloggers, Rob and Bridget travel around Britain and Ireland on a low budget with a wheelchair. There's lots of detail, advice (click on 'Travel Tips') and ideas for days out and weekend breaks if you live in the UK.

Bourne Accessible

Blog maintained by wheelchair user Jeff

Bourne documenting the accessibility of numerous places in his native British Columbia in both words and pictures.

Cadeira Voadora

Wide-ranging blog maintained by wheelchair user Laura Martins, a resident of Brazil. There's lots of travel content, including articles with advice, under the Accessibility tab, as well as the Travel tab. Don't miss the Recreation tab for plenty more information about tours, sports and other recreational facilities and activities, including eating and drinking! (Multilanguage.)

Cane & Able Travel

Blog/guide maintained by Ian Hayden (of Brisbane Disabled Travel and Cairns Disabled Travel) with reviews of activities and destinations, including some access information.

Carrie-Ann Lightley

Long-time doyen of **"Tourism for All UK" on** page 66 and now marketing manager for **"AccessAble (formerly DisabledGo)" on** page 56, Carrie-Ann Lightley also has a well-maintained and easy-to-navigate personal travel blog, including not only stories of her travels, but also expert tips and articles. Read her profile **"Carrie-Ann Lightley" on page 16**.

Curb Free with Cory Lee

Prolific, well-travelled and feted wheelchair blogger Cory Lee Woodard maintains this entertaining and informative site that whets the appetite for travel. Tips and tricks, and interviews with other PWD complement Cory's own articles and blogs to achieve Cory's vision of 'sharing the world from the wheelchair user's perspective'. Read his profile **"Cory Lee Woodard" on page 104**.

Curious Kester

Kirsten Kester is a well-travelled woman by any standards – in fact, she is one of the top five most travelled women from Denmark, having visited some 71 countries. She is also a wheelchair user. Kirsten is such an enthusiastic traveller that she has even won awards for it. and her blog is deep and wide-ranging. Her positivity should be an object lesson for us all: 'My handicap has never caused me a lot of grief. I look at my wheelchair as an aid or a tool to go wherever I like not an obstacle. I don't see my handicap as a problem: I find solutions.' I couldn't agree more: I am not wheelchair-bound, but wheelchair-enabled! She has recently set up Arhus Pilot, an accessible guide to Denmark's second city.

Deaf Traveller

Ed Rex is a widely travelled deaf traveller whose explicit wish is to inspire other people with hearing loss to travel more. Apart from a brief overview and accessibility rating of countries he has visited (more detail found on **Rexy Edventures**, his other website), there is a very useful section on what equipment a deaf person should take on the road.

Disabled Foodie

David Friedman is a foodie who uses a wheelchair living in New York City on a one-man mission to rate every eatery he visits in terms of its adherence to the Americans with Disabilities Act. Most of the restaurants he has reviewed are in NYC, but there are some scattered down the east coast as far afield as Puerto Rico. Not only does he give detailed access reviews, but he also posts photos.

Disabled Travelers Guide

Blog maintained by Nancy and Nate Berger, who have travelled to literally dozens of countries and have tips on each. They have a downloadable guide (that can also be read online) which includes some very handy tips and tricks for travelling with a disability. There is also a How to Plan a Trip section that's worth checking out.

Emerging Horizons

Travel information and news for wheelchair users and slow walkers compiled over many years and wellmaintained by Candy Harrington, celebrated accessible travel author and blogger. Although US-based, this site hosts information and links to accessible travel resources worldwide. Candy maintains her own blog **here**.

Flight of the Travel Bee

Being deaf hasn't stopped Chérie King from following her passion: travel. Her aim has been to enlighten others about deaf and hard-of-hearing people, but her blog – covering two dozen countries – is informative and enjoyable in its own right. You may have seen her in the Apple iPad Air international advert, 'What's your verse?' She's very active on social media, as you might imagine, given her relationship with Apple. Read her profile **"Chérie King" on page 39**.

Flying Chair

Blog maintained by Brazilian Laura Martins with lots of tips and articles about accessibility and living life with a disability in Brazil. The Travel, Recreation and Accessibility tabs are all well worth checking out.

TONY GILES

www.tonythetraveller.com

Tony originates from Weston-super-Mare in southwest England and currently lives in Teignmouth, Devon. He is totally blind and 80% deaf in both ears (without hearing aids). He also had a successful kidney transplant in December 2008. Nonetheless, he has visited all of the world's seven continents, all 50 US states and all 10 Canadian provinces, crossed the Arctic Circle, and travelled in every South American country. He has published two ebooks: **Seeing the World My Way** (2017) and **Seeing the Americas My Way** (2016).*

How did your passion for travel begin?

Through hearing my dad's travel adventures from when he was in the merchant navy, long before I was born. I think it also arose from a desire to travel home to visit my family from the specialist boarding school I attended in Coventry, more than 300 miles away. I was given the opportunity to visit Boston, USA, with my school when aged 16 and this really whetted my appetite for further adventures.

How many countries have you visited?

So far 115 out of 193 of the United Nations official list, and 131 countries on my own list. This includes countries like Greenland, the Falkland Islands, French Guiana, Kosovo and Western Sahara, which the UN doesn't consider countries!

Where is the most accessible place you've been and why?

New York is probably the most accessible place I've visited, particularly Manhattan. Its street layout is largely organised on a grid system, so it's relatively easy for a blind person to navigate: you simply count



Where is the least accessible place you've been and why? How did you get around the difficulties you faced?

I found Armenia extremely difficult, mainly because of the language barrier: I don't speak Armenian or Russian and very few people speak any English. There are very few tourists about, which makes getting around more difficult for me, as I usually rely on fellow travellers for information and assistance in travelling to tourist sites. Asking for food in restaurants was very difficult. I resolved this problem to some extent by asking the staff at my hostel to write down directions, the bus number I wanted and the name of the place I wanted to visit. It was partly successful, but hard work. I also found many local people wanted to make money out of me, by taking me to hotels they knew or directing me to taxi drivers who were their friends.

What's your best travel experience?

I've had many in 20 years of independent travelling, but two of my top experiences were while travelling around New Zealand, where I bungee jumped for the first time and tried zorbing, which involves being shoved inside a very large plastic football and rolled down a steep hill! I smelt and heard lots of nature, including many birds, penguins and seals!

Travelling to Antarctica is my other greatest travel experience – simply amazing! Touching whale bones washed up on the shore, sitting on unusually shaped pieces of ice dumped on the snow-laden ground, feeling penguin eggs and feathers, and hearing many, many penguins and smelling their poo! This magical experience assaulted all my senses.

What's your worst travel experience?

Having a biopsy on my kidney only days after landing in Australia in 2001, after receiving an email from my doctor in England, informing me I had kidney problems that required urgent medical attention. I lay on the operating table and had my back hit several times to force the needle through my thick muscles to the kidney tissue. It was very scary, particularly as I couldn't see and didn't really fully understand what was occurring!

Which place(s) is/are at the top of your bucket list?

India, with its eclectic culture; Nepal, which sounds incredible; Egypt for

its ancient history; and the Solomon Islands for its people and their fascinating South Pacific culture and for its World War II history.

What advice would you give to a traveller with a condition similar to yours?

To any traveller totally blind and/or partially deaf, do your research on any destination before going. Know what places and sights you wish to visit before travelling, because when blind, foreknowledge is the key to a successful trip. Find out what public transport is available, and discover what tourist attractions have guides, audio guides and tactile models etc. Take a spare cane and hearing-aid batteries, as these are not always easy to buy in some foreign countries.

What's your favourite travel hack?

When I'm on the road, I can't do without my rock music and a good talking book!

What could tourism service providers do to make your life easier?

They could make their websites more accessible to screen-reading software like JAWS and NVDA, airlines in particular. Some are so bad, I often think they don't want people to book their flights!

What could other travellers do to make your life easier?

Talk with me and ask if I need or want help, rather than assuming I need it. Talk to me – don't just grab me! It sounds obvious, but so many people still do it.

Where is your next trip?

I'm currently exploring Greenland, but my next trip will be to Sicily and Sardinia with my partner, who is also blind.

*Also available in alternative formats: Seeing the World My Way Seeing the Americas My Way

Free Wheelin'

The wide-ranging personal blog of the disability editor of popular disability lifestyle website/newsfeed **The Mighty**, Karin Willison, who has cerebral palsy and is a wheelchair user. Includes 'disability travel guides' in which she describes her road trips in the US and reviews venues she has patronised.

Geordie Traveller

Anthony is on a mission to be the first wheelchair user to visit every country in the world! This is his blog, covering Europe, Asia and Australasia so far. There's also a page of guest blogs.

Gimp on the Go

A US-based website (hence the name), which contains travel reviews from five continents, travel tips, an extensive travel resources links page and a Letters to the Editor page where you can submit your questions and experiences.

Global Access Files

Elizabeth has spina bifida and is on a mission to spread her knowledge from travelling and studying abroad to 'empower professionals and travellers with disabilities to handle disabilityrelated issues that may be encountered while abroad'. Her blog is wide-ranging and eclectic!

Globe on Wheels

Travel blog of a young female Canadian quadriplegic with detailed accounts of her recent experiences travelling to Italy.

Globe Wheeling

Richard Farrant has the progressive disease Friedreich's ataxia, and has been

a wheelchair user since the age of 19, but that has not stopped him from travelling solo – and on a shoestring budget – around the world for the past nine years. Read about his adventures (or at least the start of them) and positive outlook on life in his travel journal.

Have Wheelchair Will Travel

Travel blog maintained by a Sydneybased family of four, including a nonverbal young man with cerebral palsy. Largely Australia-based, but with international travel including the USA and China.

Hot Wheels Goes

'Hot Wheels' Amy aims to amuse and inform, as well as perhaps make people reconsider their views towards disability. She awards an accessibility rating to every place she visits, which includes less likely destinations such as Cuba, Cambodia and Vietnam.

I Wheel Travel

Travel blog maintained by 30-yearold French wheelchair user Aurélie, covering destinations in Asia, Europe and Oceania. While this is primarily a travel blog, there is useful, practical information about accessibility for wheelchair users interwoven in the text. (French and English languages.)

If I Can

Being born without arms and legs did not stop Chris Koch from leading a 'pretty normal' life. He gets around on a skateboard – and when we say 'gets around', we mean all over the world and, recently, participating in marathons. This is his amazing blog. Read his profile **"Chris Koch" on page 127**.

Incredible Accessible

Blog maintained by scooter user Jeanne Allen, who blogs about wheelchairaccessible places and activities in and around her home in the Sonoma/Napa Valley region of California.

Invatravel

A Russian-speaking community of PWD share information about their experiences of accessible tourism, posting reviews and reports about their experiences in dozens of countries. While they do cover Moscow and St Petersburg, they also invite readers to contact them if they have any questions about accessibility in their home country. (Russian language. The button at the top right of each page for translation into English only takes you back to an English-language introduction.)

Jay On Life

Nigerian-born London resident Jay Abdullahi is a polio survivor who gets around on crutches. Check out the Travelling While Crip tab for stories of her travels but don't neglect to visit the Archive tab for more. Read her profile **"Jay Abdullahi" on page 158**.

Legless in Dublin

Wheelchair-user Louise Bruton reviews bars, clubs, restaurants, music festivals, cafes etc in terms of access, but also comments on the food, music, *craic* and atmosphere.

Look at All the Poor People

Blog by BAFTA-winning TV producer and wheelchair user James Ballardie recounting his 15-month round-the-world trip with his girlfriend. I was lucky enough to meet James and his long-suffering girlfriend, Sam, when they passed through Melbourne. He is as witty and droll as his blog would suggest – a highly entertaining and informative read!

Love Moxie

Travel blog by 24-year-old Stacey, who has a type of muscular dystrophy that makes her a part-time wheelchair user. She writes about her 2017 experiences in Europe.

Martyn Sibley

Voted one of the most influential PWD in the UK, Martyn Sibley is cofounder of **Disability Horizons** (online UK disability lifestyle magazine) and Accomable. He also has his own website, much of which is devoted to his 'world-changing trips'. Read his profile **"Martyn Sibley"** on page 29.

Mitch St Pierre

Canadian wheelchair user Mitch recounts his experiences travelling to more than 40 countries, from Colombia to Cambodia, in a blog/videoblog.

New Mobility

The most well-known magazine for wheelchair users in the US, *New Mobility* run by United Spinal, has a travel section with a rich archive of stories.

Not Going Quietly

A blog about living with Friedreich's ataxia, including a long article about how best to travel with this disease.

One Girl & the Sea

Following a severe brain haemorrhage, Emma Gaffy had to learn how to walk, talk and eat again. She now describes herself as an 'accessible travel junkie' and has blogged about her journeys to Lombok and New Zealand.

Our SMAll Adventure

Tori Elliott is a UK-based freelance illustrator who has spinal muscular atrophy (SMA) Type II and a passion for travel. This is her personal blog, covering her 4000-mile trip around Europe in a wheelchair-accessible van with her partner and carers. As with many disabled bloggers, Tori's hope is to 'encourage and inspire many other disabled people to see more of the world, and not to worry about the challenges they may face'.

Palmuasema (The Palm Tree)

Finnish power-wheelchair user Sanna Kalmari has travelled widely in her home country and around Europe, as well as to further-flung and off-the-beaten-track destinations such as Antigua, and tells her stories here to inform and inspire others. She's a professional travel blogger and accessible travel consultant.

Photoroller

Travel tales and photos from Antero from Finland – in English. This welltravelled wheelchair user seems to be a frequent visitor to the UK, but has visited countries as far afield as the Gambia and gives some very helpful information in the blog.

Rare & Roll

Blog maintained by widely travelled Chinese wheelchair user, Xun Ji. She is currently using a grant to further the cause of accessible travel in China, which is starting from a very low base. Unfortunately, the My Travel tab appears to be empty at the moment. (Chinese and English languages.)

Rexy Edventures

Blog chronicling the 'adventures of a deaf and handsome luxury backpacker travelling the unexpected' whose country tally now stands at 41. Welltravelled, widely published and clearly not averse to self-promotion, Rex invites other deaf would-be travellers to contact him for advice.

Roll There

Travel blog maintained by C5 quadriplegic, with most entries from a world trip in 2016–17, covering countries in the Middle East, South America and Down Under, as well as Japan.

Rolling in an RV

If you intend to tour in an RV (campervan) anywhere in the States, then this is the site for you! There is a wealth of information on accessibility, not only on campgrounds, but also on everything from flea markets to festivals. Though access information is not exhaustive – these are not professionals but well-travelled bloggers and the author freely admits that they can only judge things from the perspective of their condition as a wheelchair user – there looks to be enough information on which to base initial decisions before following up with investigations of your own. There are a number of ways to access the information: by category, state or maps.

Lonely Planet's Accessible Travel Online Resources

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Top:

A tactile model of the House of Lords, Palace of Westminster, for blind and partially sighted visitors

Bottom:

A lady and her guide dog take in the exhibits on display at the Transport Museum in the Riverside, Glasgow

Rouletes et Sac-à-Dos (Wheels & a Backpack)

French-language blog maintained by well-travelled wheelchair user Audrey Barbaud 'to show that disability and travel are not incompatible' and to share information so that others have the confidence to travel despite their disability. She encourages questions and suggestions and is active on social media.

Rullaman

Polish wheelchair user Zbigniew vel Rullaman recounts his experiences in half a dozen countries around the world in both words and videos. (Polish language, mostly.)

Ruta Accesible

Josefina Kuncar relates her wheelchairaccessible travels in her home country, Chile, and around the world. (Spanish language.)

Sensitive Travel

Not all disabilities are visible. Juliette Llewellyn maintains a blog and review site that speaks to the experiences of those with, for example, fibromyalgia, electro-sensitivity, gluten intolerance, irritable bowel syndrome, depression and social anxiety. These invisible conditions receive less attention than they ought. Read her profile **"Juliette Llewellyn" on page 163**.

Simply Emma

Emma, from Scotland, is a wheelchair user due to a muscle-wasting condition. She has a passion for travel and shares her travel tips, and wheelchair-access reviews on attractions, music venues and holiday destinations. She has become increasingly active as a travel blogger (and on social media) over the last year or so, publishing frequent themed and destination-specific articles.

Six Sense Travel

I met blind travel blogger Núria on a recent trip to Madrid and discovered how passionate she is about 'sensory travel' with her husband, who is also blind, their guide dogs and sighted son. The archives stretch back some seven years and include podcasts. (Spanish language.)

Smiths Holiday Road

'Travels with three kids and a wheelchair': an Australian family shares their experiences, tips and challenges in the hope of inspiring others together as they are on the road, no matter what the circumstances. This is an impressively well-travelled family by anybody's standards. Read Cooper's profile **"Cooper Smith" on page 112**.

Special Globe Family Travel

This Canadian family, which includes a daughter with a neurological condition, shares their experiences through articles about places they've stayed or passed through as well as themed articles on a number of topics.

Spin the Globe

By her own admission, Sylvia Longmire is battling the clock, trying to tick as many destinations off her bucket list as possible as she contends with her progressive MS. As a result, she has become one of today's most prolific accessible travel bloggers with twin avowed aims of encouraging PWD to travel more and to educate people at large about the needs of travellers with disabilities. Go to her site for useful tips on how to travel as a wheelchair user, as well as highly informative firsthand accounts of her trips at home and around the world. She also runs her own specialist accessible travel agency. Read her profile **"Sylvia Longmire" on** page 90.

Special Needs Travel Mom

Blog maintained by a mother with a severely disabled child – blind, nonverbal and in a wheelchair, but happy! There are plenty of tips for travel with a child with a disability as well as a wide variety of destination reports from across North America, including active and outdoors adventures.

Stuck in the Mud

Long-time paraplegic Dave shares his travelling experiences through South Africa to encourage others with disabilities to undertake their own African adventure. He gives detailed accounts, including useful photographs (of bathrooms too!), of trips undertaken from 2012 to date. Click on the Accommodation Summary tab for an overview of accessibility at the various places he stayed, including caravan parks and campsites as well as safari lodges.

Susie's Wheelchair Adventures

Susie was very well travelled before she became a wheelchair user in 2012 due to her MS. This did not stop her travelling and she now posts about travel to various destinations around the world and her experiences living with multiple disabilities. Susie also maintains the very informative **"Tripability" on page 88**, and was generous enough to share with us some of her resources for inclusion in this publication.

TA-DA! (Tourism Abroad – Disabled Accessibility)

Sean Pipkin has vision and hearing impairments, as well as mobility issues, but has still managed to qualify in travel and tourism management as well as travel around the world. Read his wellstructured overview of accessibility in the destinations he visits, including occasional links to additional resources.

Tony the Traveller

Tony Giles is totally blind and 80% deaf yet has visited all the world's continents, all 10 Canadian provinces, all 50 states of the USA and every country in South America. He has published two books – *Seeing the World My Way* and *Seeing the Americas My Way* – but you can read a selection of his writings and interviews on this site. Read his profile **"Tony Giles" on page 117**.

TrailRider Tales

David Stratton (together with John Kenwright of **"Parks Victoria" on page 12**) was instrumental in bringing the TrailRider – 'a one-wheeled cross between a wheelbarrow and sedan chair' – from Canada, where it was developed, to Australia. This innovative piece of equipment allows wheelchair users with the assistance of 'sherpas' to access trails where wheelchairs are unable to go. This is his blog, replete with words, pictures and videos.

Travel for All – A Flying Wheelchair from Japan

Personal blog of Hideto Kijima, a regular speaker on the accessible travel circuit with whom I've shared a stage many a time, who has visited 160 countries in his wheelchair and who maintains the **"Japan Accessible Tourism Centre" on page 42**.

Travel Wheels

Cambodian-born resident of Vancouver, Vince contracted polio and now gets around in a manual wheelchair. Read about his solo visits to a dozen different locations in North America and Europe. No new content has been added since 2015.

Travels with Pain

Liz Hamill, author of Moon guides to California, deals with chronic pain and bladder disease. In her personal blog, she aims to help travellers with hidden disabilities explore the world, providing practical advice derived from her personal experiences.

Trawheeler

Camil is a wheelchair user from Athens whose (self-admittedly unrealistic) goal is to visit every country on earth. So far he has journeyed to 14 countries – all in Europe apart from Japan – and maintains a blog 'to motivate more people to travel and to get to know the world'. The site also hosts travel tips and a few other articles from guests. (Greek language.)

Trip Buzz

A list of articles containing tips for travelling near and far with a wheelchair.

Turismo Adaptado

Site maintained by Ricardo Shimosakai, who has a spinal cord injury, which offers a number of business-facing services, but also a wide-ranging travel blog by the site owner.

Viaggiare per Tutti (Travel for All)

Blog maintained by Domenico to inspire people with a permanent or temporary disability to travel more. Covers destinations in Italy, but also in other parts of Europe. (Italian language.)

Viaje Sin Barreras

A group of Argentinian bloggers with disabilities have been posting since 2009 about accessibility, with some posts directly related to tourism.

Weekender

A new blog by a seasoned traveller, J David Barnett, who was born with spina bifida and now also needs dialysis three times a week. His trips are therefore generally taken to destinations not too distant from his resident UK at the weekend; hence the name of the blog. The few entries so far are heavy on practical detail, which wheelchair users will find useful.

Wheel Adventure

Maintained by intrepid budget wheelchair traveller Matt Getze, this site is full of detailed firsthand reviews of destinations he has visited in Asia, Europe, and North and South America. Travel tips and videos complement his blog entries. No new content seems to have been added since 2014.

Wheel Go Travelling

Pete and Wendy (paraplegic) are travel veterans from the UK and have been recording their trips around Europe in their caravan (or more recently, motorhome) since 2007. Read in-depth reports of their trips and detailed advice about disability and caravanning.

Wheelchair Access Travel

Blog maintained by manual wheelchair and wheelchair tandem-bike user covering European destinations. Strong interest in adaptive cycling. No new content appears to have been added since 2015.

Wheelchair Travel

Destination reports from around the world detailing and rating the wheelchair accessibility of public transport, taxis, attractions, airports, hotels and even pavements, written by triple amputee and wheelchair user John Morris. There's plenty of other interesting and valuable information, advice and tips on this site in articles under both the Resources and Blog tabs.

Wheelchair Traveling

Wheelchair adventurer Ashley Lyn Olson set up this website in 2006 and has since worked tirelessly to empower people with limited mobility to access and experience travel. Her well-organised, easy-to-navigate and up-to-date site contains a wealth of information, as well as firsthand stories and experiences with a firm focus on independent travel. We love her work and travel ethic! Read her profile "Ashley Lyn Olson" on page 75.

Wheelchair Traveller

Set up by brother and sister Tobias (a wheelchair user) and Verena Streitferdt, this site provides information for wheelchair travellers, with a focus on developing countries and emerging economies. Information is presented in diverse and user-friendly ways: on a destination-by-destination basis via an interactive map; by category; by video; and via blog posts. Visitors are encouraged to share their experiences and submit their own reviews of tours. accommodation, restaurants and activities. Tobi and Verena were kind enough to share some of their online resources for inclusion in this collection. (English and German language.)

Wheelchair Traveller

Nath Fernandes from Bristol, who has cerebral palsy, started his travel blog 'to share my adventures and happenings to show that you can visit literally anywhere on the planet even if you are a wheelchair user'. At last count he had visited 18 countries in Europe, North America and Asia.

Wheelchair Wanderings

Born in Cape Town, Caitlin is an incomplete paraplegic who decided one day to quit her job as a veterinarian and go travelling – hence the subtitle 'solo backpacking in a wheelchair'. She hopes that sharing her tips and tricks and the stories of her travels, peppered with useful access information, will help to motivate others with disabilities to get on the road.

World in a Wheelchair

Exactly what it says: a blog with entries from around the world by this UK-based wheelchair blogger. There's lots of information here, but nothing seems to have been added since 2016.

World on Wheels

Blog maintained by Tim and father Darryl with trip reports from their travels in a dozen countries with a focus on the Caribbean and Central America.

World on Wheelz

Detailed travel reviews from around the world by widely travelled wheelchair user James Glasbergen. It's worth checking out his travel tips and FAQs. Note that much of the content is very dated; there don't appear to be any recent entries.

CHRIS KOCH

www.ifican.ca

How did your passion for travel begin?

From a very young age I was obsessed with maps, travel shows and *National Geographic*. My uncles had travelled quite extensively and I loved seeing the slideshows from their adventures. What probably put it over the edge was my history/social studies teacher, Mr DePaoli. Most any topic we were studying, he'd travelled to that corner of the earth and had slides and stories to tell – we weren't just learning from the textbook.

How many countries have you visited?

I've travelled to 19 countries and five continents, Africa and Antarctica being the only two I have not yet visited.

Where is the most accessible place you've been and why?

Outside North America, the most accessible country as a whole would be Australia. Being a 'younger' developed nation, they're generally on top of accessibility.

Where is the least accessible place you've been and why? How did you get around the difficulties you faced?

Nepal is the least accessible country I've travelled to. That being said, even though I'm missing both my arms and legs, I'm able basically to get around anywhere. I use my longboard as my primary mobility aid but I can hop on my right partial leg whenever I encounter stairs or any terrain I'm not able to take my board over. I find that my adaptability in that respect keeps pretty much every area I've travelled, or want to travel to, attainable. The biggest key is patience and trying to see three or four steps ahead of your average traveller. I relish



What's your best travel experience?

I have several favourite travel experiences but I often tell people that Nepal would take top prize if I had to pick just one. Although it was the least accessible, it has been the place with the highest ratio of kind, generous, genuine and helpful people. Even though I'm completely self-sufficient, there were so many people more than willing to help in any shape, way or form. My other 'best travel experience' was right here in my own country when I decided to take on the challenge of hitchhiking across Canada...well, most of Canada. Starting in Calgary, I wanted to see if or how long it would take me to make it to the most easterly point of Canada purely through

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© CHRIS KOCH

the kindness of strangers. I covered 6338km in 18 days and made it all the way to Cape Spear, Newfoundland. I've found in so many instances, that a positive attitude and a smile will get you pretty much anywhere.

What's your worst travel experience?

I honestly don't have a worst travel experience. As I mentioned before, a positive attitude and a smile will get you pretty much anywhere. You could be dropped right in the middle of paradise and have a horrible time with the wrong attitude. Obviously, the places that aren't as accessible pose greater challenges but I love how time and time again, random strangers step up and are willing to help. I should add that I often travel solo. I'm a motivational speaker and speak to the motto of 'if I can' so travelling solo adds to the authenticity of my stories.

Which place(s) is/are at the top of your bucket list?

I would love to be the first quadruple amputee to visit every country in the world, but I have a long way to go. If I had to give a top five: Norway, Greenland, Mongolia, Madagascar and Antarctica.

What advice would you give to a traveller with a condition similar to yours?

I tell people, able-bodied or otherwise, that I'm more afraid of regret than failure. I don't want to look back on life wondering 'what if'. I would much rather fail miserably and know that I tried and didn't play it safe in life.

What's your favourite travel hack?

The more I travel, the more I find easier methods and the more I adapt. Switching from prosthetics to the longboard would have to be my 'travel hack'. I can have my mobility aid in the overhead storage compartment on the plane, train, bus, etc. I don't have to take 15–20 minutes to put my prosthetics on; it can be done in a matter of seconds. I can also get further, faster, more efficiently on my board than I ever could on my prosthetic legs. And riding around on a longboard without arms and legs is badass!

What's the one thing you can't live without on the road?

If someone were to steal my longboard or it were to break, I'd be grounded until I found a replacement. The same could be said of my prosthetics but I could find a replacement board way easier and much cheaper than prosthetics.

What could tourism service providers do to make your life easier?

I honestly can't think of anything. I would much rather be the person that people with disabilities come to and tell me, 'These are my abilities and these are my challenges. How well will I be able to navigate said country/countries?'

What could other travellers do to make your life easier?

When people ask me if I need assistance and I politely decline, they apologise and say they hope they haven't offended me. I would much rather graciously tell someone I've got it covered than be in an instance where I need help and nobody is there to assist. So, random travellers, don't be afraid to offer help. For those of you who get offended or upset when someone offers assistance, STOP IT! You're discouraging people from simply wanting to be kind.

Where is your next trip?

I travel a lot for speaking and I'll often plan last-minute trips but my next planned international trip is back to Beijing and Qingdao, China.

Travel Agents, Tour Operators & Equipment Suppliers

AUSTRALIA Access Holidays

Travel agent specialising in small group domestic and international tours for PWD.

AccessAbility Cruising

Travel agent specialising in accessible cruises; also offers a free e-book, *Accessible Cruising in Australia*.

Access-Able Travel

Sharon Morris has a congenital bone condition and therefore operates her travel agency with firsthand experience. She also has an unusual (and unusually reasonable) fee structure: a personal travel information service for an upfront administration fee of A\$40, then A\$50 per hour to plan and book your holiday for you.

Accessible World

Newly established full-service accessible travel agent based in Victoria; a registered National Disability Insurance Scheme (NDIS) provider.

Cairns Unlimited

Inbound travel agent catering for PWD travelling to tropical North Queensland.

ClubMates Travel

Long-established tour operator offering supported holidays for individuals and groups both in Australia and overseas run by the knowledgeable, enthusiastic and affable Peter Negri.

Discovery Holidays

Set up in 2013 by two women with extensive experience in disability, this domestic and outbound tour operator caters to adults seeking supported holidays and leisure experiences; families and carers seeking respite services; and visitors to Western Australia and those travelling abroad requiring travel assistance and support services.

Great Ocean Stays

Award-winning business renting purpose-built accessible holiday homes and apartments, as well as bathroom and mobility equipment. It can also provide personal, nursing, palliative and dementia care as well as domestic help.

Hertz Australia

Wheelchair-accessible vehicles (rearentry, not self-drive) are available upon request in Melbourne, Sydney, Brisbane and the Gold Coast.

Independence Australia

Independence Australia is a Melbournebased social enterprise that stocks a full range of continence, wound care and medical supplies. It also carries a wide range of living aids for the bathroom, kitchen and bedroom, as well as medical aids and wheelchair accessories (eg tyres and tubes).

Leisure Options

Travel agent specialising in local, national and international holidays for

individuals and groups with physical and cognitive disabilities; can also arrange additional assistance and personal care for those who need it.

Push Mobility

This mobility products supplier, which fully funds the Accessible Beaches Australia campaign, has a wide range of products and accessories for sale – including hand-cycles and sports and recreation wheelchairs – but also has reasonable rates for wheelchair hire for kids as well as adults, with delivery to the Sydney and Melbourne metro areas.

Rehab Hire

Servicing the Melbourne metropolitan area, Rehab Hire specialises in the sale and hire of hospital, mobility and rehabilitation equipment – everything from beds, bathroom furniture and hoists to ramps, walkers and wheelchairs.

Sargood on Collaroy

Touts itself as Australia's first luxury resort purpose-built for people living with a spinal cord injury, with 17 selfcontained apartments overlooking Sydney's Collaroy Beach.

Special Care Travel

Long-established Queensland-based inbound (Australia, New Zealand, Singapore and cruises) travel agent and tour operator catering for people with a wide range of disabilities, including respite holidays for individuals and groups.

TravAbility

Passionate advocate for inclusive tourism Bill Forrester and his wife,

Sandra, have enormous experience in arranging and booking tours and travel for people with access issues. Arranges both inbound and outbound trips and tours for PWD and others with access needs as well as mainstream travellers.

Wheel Adventures

Motorcycle-tour business based on the Sunshine Coast specialising in wheelchair-accessible sidecar tours. That's novel!

Wheel Easy Car Hire

Perth-based self-drive wheelchairaccessible car rental company, whose fleet is equipped with its own wheelchairs that lock into a remotecontrolled ramp – no heavy lifting or pushing involved and the wheelchair user rides in the front passenger seat in what looks like a standard car seat. Different sized cars available for rent from one day to one year.

Wheelie Good Hotels

Australian-based accessibleaccommodation search engine and booking site, with more than 3500 listings from around the world. Note that the hotels are generally mainstream and that most information is gathered remotely via the internet, phone calls, emails etc.

AUSTRIA

Tirol Unlimited

Active holidays can be arranged by this specialist tour operator, specialising in hiking, biking, rafting, parasailing and canyoning. Caters to both individuals and groups, and can also provide personal assistance.

AZORES Azores for All

Inbound tour operator specialising in inclusive tourism to this group of nine volcanic islands in the middle of the Atlantic Ocean (an autonomous region of Portugal), including active, cultural and nature-based holidays.

BALTICS

Accessible Baltics

Tour operator covering Estonia, Latvia and Lithuania specialising in services for PWD or people with access needs.

BARBADOS

Blessed Rentals

Facebook page of a wheelchairaccessible taxi and vehicle hire company.

BELGIUM

Destination Everywhere

ENAT member and partner of several well-respected accessible tourism operators also featured in this guide, this Belgian operator offers tours and accommodation bookings around the world.

WeTravel2

Established by wheelchair user Kristof Steegmans, this Belgian travel agent and tour operator specialises in organising individual or group travel for PWD in Europe and further afield.

CANADA

Access Revolution

Primarily a business-oriented organisation, supplying consulting

services and outdoor adaptive equipment, this 'social-impact business' also host events and day trips for private groups. Focusing on hiking and paddling adventures in British Columbia, it is committed to enhancing opportunities for people of all abilities to experience nature. Check out the Adaptive Recreation BC tab under Resources for a list of the many organisations it has partnered with that offer outdoor recreation opportunities in the province.

Disability Travel Experts

Outbound travel agent and tour operator catering to the full range of travellers with access needs and with offerings worldwide, including activitybased holidays.

Travel for All

Certified accessible travel specialist and ENAT member, Tarita Davenock – who herself has MS – arranges accessible holidays both in Canada and around the world, as well as accessible cruises.

CARIBBEAN

Accessible Caribbean Vacations

Travel agency run by UK-based wheelchair traveller John Sage. Commercial offerings of accessible shore excursions and cruises are complemented by a series of useful port accessibility reviews.

CHILE

Accessible Travel for All

Tour operator (a subsidiary of **Anglatin Travel**, which has a unique history worth looking into) with offices in Chile and Oregon, USA, specialising in customised tours for individuals and small groups, welcoming slow walkers and wheelchair users. Organises day trips and tours in Argentina, Ecuador and Peru, and is just branching out into Canada.

Wheel the World

With offices in California and Chile, this company specialises in adventure tourism for wheelchair users – including kayaking, trekking, adaptive site scuba diving – in Patagonia, Easter Island and Santiago. It uses a single-wheeled sedan wheelchair (possibly a Joëlette, which is similar to the TrailRider) with sherpas front and rear to get to off-track places unreachable in regular wheelchairs.

CHINA

Access China Travel

Mainstream tour company offering a limited number of accessible tour packages in China for seniors, slow walkers and PWD.

Tour Beijing

Mainstream tour company offering accessible travel and tours around Beijing.

CROATIA

Travabled

Ostensibly a platform for user reviews and online PWD travel community, there is not enough content to justify its inclusion in the general resources section. The most functional part of the site seems to be the links to paid international tours.

CYPRUS

1000 Miles First Step (formerly Accessible Cyprus Travel)

Formerly a specialist accessible tour operator catering to both individuals and groups, this company now engages in 'concept tourism' that incorporates accessible tourism. Although there is not yet any mention on the new website, we are assured that it continues to personally audit all service providers and can provide a variety of equipment, including a range of mobility aids and oxygen bottles and masks, as well as personal care services. Activities include scuba diving and ocean fishing.

CZECH REPUBLIC

Accessible Prague

Inbound travel agent in Prague offering tours, accommodation, transfers, equipment rental and personal support workers.

DENMARK

Musholm

Musholm holiday, sports and conference facility, located on an island in the Great Belt (75 minutes by car or train from Copenhagen and two hours from Aarhus), has been recognised by the International Olympic Committee for its outstanding accessibility. Apart from the sports and conference facility, there are eight different types of fully accessible holiday homes and rooms, which can accommodate from two to 12 people, available for rent at what appear to be very reasonable prices.

Lonely Planet's Accessible Travel **Online Resources**

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Martin Heng sitting in ornate church doorway, Orihuela, Spain © SABINE HENG

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15 Marth Walks

Sol og Strand

Sol og Strand (Sun and Beach) is a booking website with detailed information about holiday houses in Denmark. All houses meet the criteria of the Danish Association of the Physical Disabled (DHF), or have a door width of at least 77cm. The website also lists attractions (museums, activities etc) but accessibility info is not always covered.

DOMINICAN REPUBLIC

Debbie's Dominican Travel

Travel agent specialising in accessible vacation packages to this small Caribbean nation. There's a wealth of information about the Dominican Republic on this website demonstrated in numerous blog-style articles – Debbie sure knows her stuff!

ECUADOR

Huasquila Amazon Lodge

This Amazon rainforest lodge has seven wheelchair-accessible bungalows with roll-in showers and concrete paths linking them to other areas of the lodge. It also has a lift into the swimming pool and off-road sherpa-assisted wheelchairs, also available for loan if you have a fit travelling companion!

South America for All

This company has been operating tours for the mobility- and hearingimpaired for the last 10 years, starting in Ecuador and now branching out into Peru, Argentina and even the Galápagos Islands.

EGYPT

Egypt Deaf Travel

Long-established inbound travel agent specialising in tours of Egypt for deaf tourists (American Sign Language).

Egypt for All

Specialist inbound travel agent and tour operator catering for PWD of all stripes, including slow walkers, who want to visit Egypt. Offers a wide range of programs, from day trips to extended tours, including everything from camel riding to accessible scuba diving.

Let's Explore Egypt

This mainstream tour operator offers half a dozen wheelchair-accessible package tours.

Memphis Tours

Inbound and outbound operator, offering half a dozen tours in Egypt – including a couple of cruises – as well as to Dubai, Morocco, Jordan, Oman, Turkey and India. It offers safari tours to Kenya, Tanzania, Uganda and Rwanda. It can also arrange reasonably priced wheelchair-accessible transport. Travellers with access needs, however, will learn nothing from its blog.

ETHIOPIA

Bale Mountain Lodge

This eight-room boutique forestwilderness lodge in the Bale Mountains National Park of south-central Ethiopia was opened in January 2014. Due to a spinal cord injury sustained by the son of the owners, the whole lodge has been fitted out with accessible facilities and the owners are working to establish accessible trails. They have access to an off-road wheelchair that requires sherpas and allows access to places where regular wheelchairs cannot go.

FRANCE

Adaptours

Inbound and outbound travel agent offering customised individual tours worldwide. It claims to have visited and approved all accommodation and services that it offers. (Multilanguage.)

Acces Aventure

Paris-based specialist tour operator, specialising in adaptive holidays for adults with cognitive issues. (French language.)

Anaé

Established 60 years ago by the Scouts and Guides of France, this nonprofit is dedicated to enhancing opportunities for PWD to engage in outdoors sport and recreation. It offers accessible and supported holidays and accommodation in three different destinations, from snow-covered mountains to the seaside.

Handiscover

Accommodation search and booking website, with three categories of designated mobility. With its origins in France, but now clearly focused on the UK market, it has over 23,000 properties in more than 52 countries in its database, with a majority in the UK, Spain, France and Croatia. This site also hosts accessible destination guides, helpful articles and blog posts by 'ambassadors' such as "AccessiTrip" on page 115. (English language.)

Handivoyage

French operator that rents verified accessible accommodation both in France and other (mainly Frenchspeaking) countries around the world, which can also arrange mobility aids or medical equipment, as well as personalised travel guides, at your destination. Caters for different types of disability. (French language.)

I Need a Holiday Too

Company run by a couple with lived experience of disability offering socalled luxury supported holidays and cruises. Its original base is in wheelchair-accessible accommodation in a 19th-century renovated cotton mill in Brittany, northern France. It offers themed and event-based holidays, wheelchair-accessible vehicles and a wide variety of equipment, as well as personal support workers and respite care. (English language.)

Rascal Scooters

Rents scooters (including a foldable version that will fit in the boot/trunk of the car) and wheelchairs from offices in Paris, Lyon, Marseille, Nice, Orléans, Valence and Bordeaux, as well as Disneyland Paris. You can pick up from one office and leave in another, or, for a charge, it will deliver to you.

Vortex

Wheelchair-accessible taxi service based in Montpellier in the south of France, but with a network of 18 branches around the country.

GEORGIA

Accessible Tourism Center Parsa (ATCP)

ENAT member and champion of accessible tourism and independent living for PWD in the country – it has put on three international accessible tourism conferences in the capital, Tbilisi, and runs consulting and training for tourism service providers – this company also has a public-facing arm, and is able to organise accessible tours, transfers and hotel accommodation.

GERMANY

Accamino Reisen

Inbound and outbound accessible travel agent offering individual and group tours, city breaks and river cruises for wheelchair users, people with reduced mobility and seniors. We enjoyed its informative one-day accessible bus tour of Berlin in 2017. (English and German languages.)

Barrierefreie Urlaubswelt (Barrier-Free Travel)

Accessible accommodation search and booking website for Germany and Northern Europe.

Runa Reisen

Specialist inbound and outbound accessible travel agent and tour operator offering a wide variety of themed trips and cruises, as well as other services.

Videlis Seniorenreisen

Group trips to spas and scenic areas around Europe for seniors with or without age-related access needs. (German language.)

GREECE Greece4AII

This inbound travel agent is an ENAT member specialising in tours for people with a wide range of disabilities. In addition to its commercial activities, you can find reviews on the website under each destination covering accommodation, entertainment, culture, attractions, activities, shopping and transport.As a signed-up member, you also have the opportunity to write reviews and rate venues.

Koinis

Koinis has a wide range of medical, bathroom and mobility equipment for rent or purchase. Its website is now available in English or Greek, and the company can be contacted in English on info@koinis.gr.

Mobility Corfu

Company that rents out a variety of mobility and bathroom aids – from mobility scooters, wheelchairs and walking frames to commodes – as well as baby equipment, which can be delivered to your holiday accommodation.

Rhodes Private Tours

Mainstream tour operator offering accessible tours of Rhodes Island, but with the proviso that it does not cater for power wheelchairs or motorised scooters – you need to transfer from a manual wheelchair to its sedan vehicles.

W Villas

Most villas in this luxury resort of Halkidiki, just outside Pefkochori, are accessible to individuals with disability, and staff have received disability awareness training. In addition to working with elite disabled athletes, some of its PADI instructors have an International Association for Handicapped Divers (IAHD) qualification. It can also organise outdoor activities for individuals with disabilities in other parts of the country.

HONG KONG

Diamond Cab

This (social) private enterprise provides safe and reasonably priced 24/7 wheelchair-accessible transport around Hong Kong in its seven wheelchairaccessible vehicles.

ICELAND

Iceland Unlimited

Inbound tour operator offering accessible group and individual tours of Iceland, including provision of rental cars with hand controls and quad-bike tours for the more adventurous.

INDIA

Access 4 All

Touts itself as the only wheelchairaccessible van service in Mumbai (formerly Bombay) – at least when it was established in 2008.

Enable Travel

Full-service inbound travel agent and tour operator, with a fleet of wheelchairaccessible vans, caregivers and even sign-language interpreters! Also caters for the vision-impaired and has customised tours for seniors. Click on the wheelchair icon in the bottom lefthand corner for wheelchair-accessible tours.

Kickstart

Wheelchair-accessible taxis in Bengaluru (formerly Bangalore).

Planet Abled

Founded by Neha Arora – a child of two disabled parents and therefore passionate in her mission to provide accessible experiences for PWD – this award-winning inbound tour operator specialises in accessible travel, but is proud to organise tours with people of mixed abilities and disabilities. This ENAT member offers an incredibly wide variety of themed tours and activities, from skiing and rafting to pottery and shopping! It also runs a scheme for people to register as travel buddies for visiting PWD.

INDONESIA

Accessible Indonesia

Well-credentialled (ENAT member among other things) inbound travel agent that welcomes clients with any kind of disability, offering tours principally to Yogyakarta, Sulawesi and Bali, as well as day cruises.

Bali Access Travel

Specialist wheelchair-accessible travel agent in Bali, providing tours, accommodation, wheelchair-accessible transport, equipment hire and fully licensed nursing services. Arranges disabled diving and snorkelling expeditions for the more adventurous.

Bali International Diving Professionals

Offers dives for qualified disabled divers and diver training for people with a physical disability. Also offers training to able-bodied qualified divers to become a dive buddy for divers who have a disability. They have a purpose-built boat and advise contacting them to discuss your particular needs.

Bali One Care

Supplier of a wide range of mobility and medical equipment, as well as care, nursing and even babysitting services.

Disabled Holidays Bali

Villa G at Ellora (Sanur) has three accessible rooms with accessible bathrooms and a movable hoist available. It can also arrange airport transfers and its wheelchair-accessible vehicle is available for hire.

Villa Sunset View

Luxury resort in southern Bali with four double rooms and one single room, with all facilities wheelchair-accessible to international standards, including a stepless infinity pool equipped with a 'swimming pool wheelchair'. (German language.)

IRELAND

Discovering Ireland

Not the official destination management organisation, but rather a travel agent/ tour operator. This page shows a variety of different types of accommodation, from castles to B&Bs, and whether or not they have accessible rooms and/ or bathrooms. It can also arrange a car adapted with hand controls.

ISRAEL & THE PALESTINIAN TERRITORIES

H2A Travels

Travel agent based in Israel providing

customised tours for all types of tourists, including seniors and PWD.

Israel4All

Inbound tour operator for groups and individuals with disabilities and access needs who wish to explore their Jewish, Christian or Muslim heritage in Israel. Caters for a wide range of disabilities and offers other services such as rental of mobility equipment and wheelchairaccessible vehicles, and arranging accessible accommodation and transportat. Highly regarded founder Eli Meiri has many years' experience working with PWD, is a member of ENAT and also acts as a disability consultant and lecturer.

SmarTrip

Inbound tour operator that has worked with PWD since its establishment to provide a variety of accessible tours using its own adapted vehicle. Caters to speakers of many different languages.

ITALY

Accessible Emotions

Long-established transport/transfer provider, offering half a dozen tours in Italy and a fleet of customised vans with English-speaking drivers for airport/ cruise/rail transfers. Pantou supplier.

Accessible Europe

Dated-looking website (has it been redesigned since the company was founded in 1995?) offering accessible tours and cruises, mainly in Europe – although it is a member of SATH, not ENAT – but also in all other continents.

Lonely Planet's Accessible Travel Online Resources

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Top:

Travel blogger Tony Giles in a small local boat, visiting the floating market in Banjarmasin, South Kalimantan, Indonesia

Bottom:

Male wheelchair user and ambulant visitors underneath colourful Chinese paper dragon *With Wind* by Ai Weiwei on Alcatraz Island

Accessible Italy

Specialist travel agent and tour operator offering individual and group tours and excursions as well as equipment rental. It even offers to organise your wedding!

Accessible Tourism

The cooperative Florence Planet operates an inbound tour operator for Florence and Sienna, specialising in tours for people with physical and visual impairments. It also offers adapted transport (as partner of Hertz) and rental of mobility aids. See also the **Accessible Tourism** under Italy.

Cosy for You

Promoting accessible tourism is only one of the activities of this social enterprise whose mission is to promote social inclusion and change attitudes towards people with particular needs, including not only PWD, but also the elderly, women in difficulties and minors at risk.

Located in the Campania region in southwestern Italy (capital, Naples), this company offers a variety of tours backed by a wealth of experience and knowledge – it offers training for local tourism service providers. While the information about tours is in English, there is also a great deal of useful access information in Italian on particular sites in each of the major cities in the region: click on Cosy [city name] at the top of the page for a list of audited venues.

Its inbound services, focusing on the Campania region around Naples, caters not only to individual and group travel, but also encompasses organising conferences and meetings. Its outbound services are organised through a network of accessible travel specialists. The main website is Italian-language, but there is a new **English-language website**, albeit not as well populated.

Fausta Trasporti

Long-established cooperative society based in Rome with a fleet of wheelchair-accessible vehicles for hire not only around Rome, but throughout Italy and even abroad. In addition to transfers, the society also offers guided tours throughout Italy.

Gondolas 4 All

Wheelchair user visiting Venice? Here's a company that will enable you to experience the city's iconic mode of transport. Make sure to use the booking form, and note that power wheelchairs are not accommodated. (Italian language.)

No Barrier

Inbound and outbound specialist accessible travel agency catering for all disabilities. (Italian language.)

Paola De Donato

Formerly working with Florence Planet, ENAT member Paola has now set up her own responsible, sustainable and accessible tour company for clients with physical and/or vision impairments in and around Tuscany.

Preonotaxi

Specialised wheelchair-accessible taxi service in Genoa.

Rome & Italy

A mainstream tour operator based in Rome that offers customised tours, accessible accommodation, and equipment and vehicle hire for PWD and their families. It claims to have personally tested and approved all accommodation and therefore guarantees its accessibility. Its Wheely Trekky service, which uses a specially designed sedan/rickshaw with sherpas, allows wheelchair users to access many otherwise inaccessible archaeological sites.

Seable

Working in association with the Sicilian charity LIFE (Life Improvement for Everyone), this highly respected UK-based social enterprise offers accessible leisure and activity-based holidays (including scuba diving and windsurfing) for vision-impaired, blind and mobility-impaired holidaymakers. particularly in Italy but increasingly in other European destinations and as far afield as South Africa. Its mission is twofold: to provide programs that cater to the physical, emotional, intellectual and spiritual needs of PWD, and to challenge perceptions around disability and blindness

Termetour

Inbound travel agent and tour operator (ENAT member) offering a variety of accessible tours in Tuscany, including tactile tours with audio guides for the blind and partially sighted. It can also arrange rental cars with hand controls, wheelchair-accessible vans with a driver, adaptive sporting activities, nursing assistance and personal care, and rental of mobility equipment.

Travelability

Tuscany-based tour operator specialising in accessible travel, including seniors as well as PWD and seemingly set up to cater for people with high medical needs. There are a number of tours of various lengths on offer including a Florence walking tour for blind and vision-impaired tourists employing tactile maps and threedimensional models.

JAPAN

Inside Japan Tours

This mainstream tour operator is offering a 10-night Wheelchair-Accessible Golden Route, including Tokyo, Kyoto, Osaka and Nara.

KENYA

East Africa Shuttles & Safaris

This mainstream tour and safari operator also caters for wheelchair users and slow walkers with specially adapted vehicles. It would be worth confirming the accessibility of accommodation offered since this is not specifically mentioned on its site.

Fika Safaris

Tailored safaris and beach holidays in Kenya and Tanzania for people with limited mobility, with accessible accommodation, wheelchair-adapted vehicle and mobility equipment hire. Assisted travel and medical services are also available.

KOREA

Korea Wheelchair Tour

Tour operator offering accommodation at 21 hotels (some photos of rooms and bathrooms on the website), wheelchairaccessible vehicles of various sizes, various-length tours around Seoul and a 12-day tour of South Korea, as well as rental of a small selection of mobility equipment. (Korean, Chinese, Japanese, Thai, Malay and English language.)

LATVIA

Accessible Latvia

Offers tours, accommodation bookings and equipment rental, as well as accessible transport throughout the country.

MALAYSIA

Ace Altair Travels

This is the only specialist accessible travel agent and tour operator in Malaysia, In addition to tours and hotel bookings, they also offer wheelchairaccessible transfers (from the airport or door-to-door) and equipment rental.

MALTA

Accessible Malta

UK-based travel agent specialising in accessible holidays in Malta, providing flights and transfers as well as excursions and a variety of accommodation types.

MARTINIQUE

Martinique Access'île

Inbound tour operator for this Frenchspeaking Caribbean island, offering a variety of activities, including adaptive scuba diving, tandem skydiving and adaptive catamaran sailing, as well as rental of mobility and medical equipment, including a beach/bathing wheelchair. Now also offering sailing trips for wheelchair users to the Grenadines (November to May).

MEXICO Cancún Accesible

Well-regarded company offering

tours, transport, equipment rental (including beach wheelchairs) and support services for PWD and people with access needs, such as seniors, in and around Cancún (Quintana Roo), including to Chichén Itzá and Tulum.

Cura Mexico

Cancún-based company offering services by nurses, support workers and babysitters; also rents medical, bathroom and mobility equipment.

Playa Mobility

Rental of bathroom and mobility aids serving the entire Riviera Maya from Cancún to Tulum.

MOROCCO

Disabled Tourist Guide

Multilingual tour guide offering accessible tours in Morocco. Having contracted polio, and still using braces and crutches, El Houssaine Ichen has lived experience of disability. Although he doesn't sugarcoat the situation on the ground, his local knowledge promises to overcome any barriers.

Handioasis

Guesthouse with nine wheelchairaccessible rooms, open since 2008, located just outside Marrakesh. There's a variety of mobility equipment available free of charge to guests, a wheelchairaccessible van and an articulated arm for entry to the swimming pool.

Morocco Accessible Travel Consultants

This inbound tour operator has been in business for six years or so and runs five tailored tours, as well as day trips and shore excursions from cruises. It rents out mobility aids and wheelchairs, and can manage airport transfers with its wheelchair-accessible vehicle. It uses the Joelette, an off-road one-wheel sedan chair that employs sherpas, to allow wheelchair users to get truly off the beaten track.

MYANMAR

Accessible Myanmar

Trailblazing accessible tourism in Myanmar, this company not only organises barrier-free travel in the country, but also provides accessible tourism training to tourism suppliers and advocates for accessible tourism in the country. Click on the Blog tab for stories and more information about the company.

NEPAL

Four Season Travel & Tours

This mainstream travel agent and tour operator is pioneering accessible travel in Nepal, and also operates tours to Tibet and Bhutan. The late great Scott Rains – wheelchair user and godfather of the modern inclusive travel movement – was hosted by this company a few years ago and only had good things to say about them.

NETHERLANDS

Accessible Travel Netherlands

Inbound travel agent for accessible city trips and holidays in the Netherlands, also able to supply mobility and bathroom equipment. Don't miss the numerous highly informative **blogs** hosted on this site, as well as site owner Veroniek Maat's online or downloadable **Amsterdam city guide** (English or Dutch).

Accessible Travel Online

What started life as a directory of accessible hotels has rebranded and extended its operations, becoming a Netherlands-based accessible tour and hotel search engine and booking site owned and operated by the knowledgeable Marlies van Sint Annaland. Marlies has partnered with **Push Living** in the US and **"Sano Touring" on page 147** in Romania. The intention is there to fill out the content under the Country Guides tab, but there is scant information there at the moment.

Buitengewoon Reizen

Award-winning inbound and outbound specialist accessible travel agent, owned and operated by the knowledgeable (and charming) wheelchair user Gerda van `t Land. There is a great custom filter with numerous options to narrow down the search for your ideal trip. (Dutch language.)

DOE Reisen

Well-established travel agent and tour operator specialising in outbound wheelchair travel for both business and pleasure, including countries as diverse as New Zealand, Italy and Kenya.

Gehandicapten

Netherlands-based website with a selection of bookable, serviced wheelchair-accessible apartments and holiday homes in Hua Hin, Thailand, and the Netherlands (although with the site's redesign, I don't seem to be able to find any properties in the Netherlands). There's a variety of equipment, including a floating beach wheelchair, available in Thailand, as well as a wheelchairaccessible van. The owners also (irregularly) maintain a **blog** that covers their own activities, not only in Thailand (notably in Budapest).

Weseman Travel

Travel agent specialising in cultural tours for deaf and hearing-impaired people, organised in cooperation with deaf and hearing-impaired residents and communities in host countries as diverse as Tanzania, Ethiopia, Iceland, Russia, Mongolia, Turkey and Mexico. Tours are designed to foster connections with the local culture, as well as the local Deaf culture. (Dutch language.)

NEW ZEALAND

Ability Adventures New Zealand

Inbound tour operator catering for a wide variety of disabilities, as well as seniors, in private or group tours. Offers the full gamut of New Zealand experiences from bungee jumping and paragliding to fjord cruises and food and wine tasting.

Access4all

Accommodation and activities search and booking engine for people with reduced mobility. Listings now include Canada, Hawaii, French Polynesia and Kenya as well as New Zealand.

Accessible Kiwi Tours

Established in 1991, this inbound tour operator caters for everyone, including seniors and PWD. In addition to tour packages, it can put together tailored itineraries and arrange accommodation, mobility aids, wheelchair-accessible vehicles/transfers and guides.

Accessible New Zealand

Inbound tour operator for mature

travellers, and travellers with physical or intellectual disabilities, particularly those who have limited mobility. Offers both private and small group tours.

Freedom Mobility

New Zealand's largest mobility vehicle rental company – with offices in Auckland, Queenstown, Christchurch and Dunedin – offering an extensive range of more than 100 modified cars and vans for disabled drivers and disabled passengers. It provides for vehicle instruction on all driving and disability equipment, as well as 24-hour telephone assistance and free road service cover.

Makingtrax

Nonprofit company specialising in adventure travel – skydiving, paragliding, rafting, kayaking, bungee jumping etc – in New Zealand and dedicated to changing the way society thinks about disability. Tailor your own itinerary, from single-day activities to multiday river trips and guided tours. Makingtrax works in collaboration with other outdoor activities companies, which are accredited by Makingtrax director, C5 quadriplegic Jezza Williams.

Oyster Accessible Travel

Travel agent specialising in travel and tours for domestic and international travellers with mobility needs. You can book accommodation, activities and transport as well as hire equipment. What makes this site different is the great, detailed access information given for many of the tourist attractions and bookable accommodation. The site is also really well designed, with different entries into what you're searching for, whether by map, by category or by filter.
Lonely Planet's Accessible Travel Online Resources

Bonnie Lewkowicz reaching up towards colourful Chinese paper dragon *With Wind* by Ai Weiwei on Alcatraz Island © Aïcha Nyström, www.tapooztravel.com

Don't miss the informative Blog and Useful Links tabs, not to mention the Categories section at the bottom of the page. This site succeeds in being a rich accessible travel resource, not simply a commercial provider.

PERU

@ccesible

Wheelchair-accessible transport based in Lima. Offers city and regional tours, as well as airport transfers.

South America for All

See "South America for All" on page 134.

View Peru & Signatures (Disabled Travel Peru)

Tour operator offering customised wheelchair-accessible tours of Peru and Bolivia, including Machu Picchu – its guides will even carry your manual wheelchair up the stairs if you're game!

PHILIPPINES

Wheelmobile

Supported by a foundation that supports artists with disabilities, this company has four wheelchair-accessible vehicles for hire in and around Metro Manila.

POLAND

Accessible Poland Tours

Inbound tour operator (ENAT member) specialising in tours for travellers with a wide range of disabilities and seniors; bookings available for individuals or small groups. Can provide accessible transport, guided tours, mobility equipment and personal care. Owner Matgorzata Tokarska has lived experience of disability and a deep understanding of the needs of PWD.

PORTUGAL

Algarve Accessible

ENAT member based in southern Portugal, a brand of a larger travel agency, offering tours, transfers, accommodation and mobility aids for wheelchair users, slow walkers and seniors.

Azores for All

The Azores archipelago, an autonomous region of Portugal, consists of nine volcanic islands located in the middle of the Atlantic Ocean. It's a little unclear whether this company is a social enterprise, or has partnered with a social enterprise, but it offers both package tours to and activities on the archipelago for people with a range of abilities. Activities include hiking, cycling, traditional Portuguese games and canoe trips, and there is also an allterrain wheelchair which requires twofour sherpas that allows people with restricted mobility to get off the beaten track. It also arranges wheelchairaccessible transfers and transport, and can rent out beach wheelchairs and portable ramps.

GoGal

Specialist inbound tour operator and travel agent offering bespoke and themed tours: sports and adventure, cities, religious, food and wine, beach, health and wellness etc.

Madeira4All

An independent company on publication of our last edition, it now appears to be a division of **Intertours Travel Consulting**, which offers a much reduced range of accessible holidays in this autonomous Portuguese island off the coast of Morocco.

Portugal 4all Senses

Inbound tour operator specialising in accessible tourism. In addition to short private tours in Lisbon or on the Atlantic coast, it offers themed tours and holidays based around history and heritage, nature, sports and gastronomy for people with mobility or vision impairment.

Tourism for All

Specialist inbound tour operator, whose owner has decades of experience with PWD, offering themed accessible tours (as well as medical, health and wellness tours) and personal care. Has recently forged a relationship with **"Tapooz Travel" on page 160** to cohost tours to the country that have received rave reviews.

QATAR Ibticar

Wheelchair-accessible transport in this small Arab emirate.

ROMANIA

Romania for All

Italian-Romanian tour company promoting 'slow tourism' and offering just four short tours for PWD.

Sano Touring

ENAT member and Pantou-listed supplier of a broad range of themed and tailored inbound tours for seniors and PWD. Trained staff visit and select every hotel on its itineraries. Check out the E-guides tab for further details of offerings.

RUSSIA

Accessible Russia

First company in Russia specialising in tours for PWD since 2004, this ENAT member based in St Petersburg caters for groups and individuals as well as cruise-ship passengers. (Multilanguage.)

Impression Hunter

There's not a lot of information about accessible travel in Russia, but this specialist accessible tour company based in St Petersburg caters for people with a variety of disabilities and can supply equipment and personal support workers. You'll need to contact them via their Facebook page as it appears you need permission to access their website.

SINGAPORE

Ezylimo

Wheelchair-accessible maxicab service for airport transfers or transport around the island state.

SLOVENIA Accessible Slovenia

Dedicated and knowledgeable accessible inbound tour operator in this surprisingly accessible country. Specialises in small groups.

No Limits Tours

Provides travel information, accessible tour packages and accessible accommodation in Slovenia, Croatia and some other destinations in Europe. Also rents mobility equipment, including seated monoskis and dualskis.

Premiki

This institute that promotes accessible

tourism in the country, and operates a training and certification program, also has a travel agency arm specialising in accessible travel.

SOUTH AFRICA

Access2Africa Safaris

Specialist accessible safari tour company based in Durban catering for a wide range of PWD. We personally know two very satisfied guests, both quadriplegics and one very high needs. This company has won awards for accessibility and inclusive tourism.

Enabled Online Travel

Specialist accessible travel agent based in Cape Town offering a variety of different kinds of tour, including selfdrive, throughout southern Africa. Its broader involvement in inclusive tourism – including training, access audits and consulting – probably due to one of the founder's lived experience of disability, makes it more than just a travel agent. It can also source mobility and other equipment. Don't miss the Cool Stuff tab for news and some South African resources.

Endeavour Safaris

Safari operator working throughout southern Africa with tailored tours for seniors and people with a variety of impairments, including visual and hearing. It has customised safari vehicles that can carry a number of wheelchairs, wheelchair-accessible boats and even access to a dialysis machine.

Epic Enabled

Safari tour company operating in South Africa, specialising in accessible tours in and around Kruger National Park, and able to supply a variety of equipment, including wheelchairs, walking frames, shower chairs and hoists. Also operates the **Epic Guesthouse**, offering accessible B&B accommodation in Noordhoek.

Rolling SA

This specialist travel agency offers wheelchair-friendly tours and wheelchair-accessible safaris in South Africa, with accessible accommodation ranging from B&Bs to game lodges.

Travel with Renè

Quadriplegic Renè Moses offers various tours in South Africa, including a whalewatching tour (September/October) and extreme activities (shark-cage diving and paragliding). She also provides wheelchair-accessible transport and transfers, and touts herself as the only company in South Africa hiring out selfdrive wheelchair-accessible vans.

SPAIN

Access Valencia

Nicola McMullen-Klein is an occupational therapist who has recently set up a business to assist PWD travelling to Valencia, with services ranging from arranging airport transfers and checking the accessibility of accommodation to sourcing equipment and tailoring fully supported holiday packages.

Accessible Madrid

This award-winning ENAT member is the foremost accessible tour operator in the Spanish capital with long experience in and commitment to accessible travel. In addition to tailored tours and trips in its wheelchair-accessible vehicles both in Madrid and surrounding areas, it offers guided tours on electric mobility scooters in the historic city centre, as well as mobility equipment hire. If accessible accommodation is all you're after, it can book that, too. I had the pleasure of meeting the delightful owners and using their services when I visited Madrid in 2017.

They curate their own **accessible tourism newspaper** and have created their own mobile app and audio guides of accessible cultural routes in several Spanish cities.

Barcelona Enabled

Inbound tour operator specialising in tours for wheelchair users and people with restricted mobility (PRMs). Also runs tours to Tenerife and can supply equipment such as hoists, shower chairs and mobility aids.

Barcelona Special Traveler

Inbound tour operator and ENAT member specialising in accessible tourism in Barcelona, catering for disabilities of all types. Services extend to medical, nursing, personal assistance and physiotherapy as well as equipment hire.

Barcelona Zero Limits

Inbound tour operator offering accessible tours in Barcelona and further afield. Activities include accessible scuba diving and ballooning.

Bask for All

Inbound travel agent specialising in customised and themed tours in the San Sebastián/Basque area, including cultural and culinary options as well as adaptive sports (golf, sailing, surfing).

Blue Badge Costa del Sol

Very wide range of mobility equipment for rent in one of Spain's most popular holiday destinations.

Blue Badge Tenerife

Rental of mobility equipment, including for bedroom and bathroom, in this Spanish Canary Island.

Disabled Accessible Travel

Founded by British expat Alan Broadbent, who has lived experience of disability, this Barcelona-based travel agent offers wheelchair-accessible airport and cruise-port transfers, accessible tours and shore excursions for cruise-ship passengers, and apartment and hotel accommodation. It can also arrange wheelchair and accessiblevehicle hire. Now offering outbound tours and cruises, too. (When I visited Barcelona, Alan booked me a fabulous wheelchair-accessible apartment not too far from the centre of town with not one but two roll-in showers!)

Equalitas Vitae

Specialist inbound and outbound accessible travel agent and tour operator (ENAT member). Site hosts a searchable, map-based directory of accessible hotels, restaurants and other facilities and venues, as well as a handful of informative videos from travels around the world.

Las Piedras Holidays

Accessible accommodation (hotel, apartment or cottage) in Andalucía offered by a British couple resident in Spain since 2002. Also runs small group tours and can provide a range of mobility aids and personal care if required.

Lonely Planet's Accessible Travel Online Resources

© AÏCHA NYSTRÖM, WWW.TAPOOZTRAVEL.COM



Top:

Female wheelchair user enjoying the sunrise over the Grand Canyon, Arizona

Bottom:

Travel blogger Chris Koch negotiating a flight of stairs in Tikal, Guatemala

© CHRIS KOCH

Native Hotels

This Responsible Tourism award winner at the 2014 World Travel Market maintains a searchable database of accessible boutique hotels in Italy, Portugal, Spain and Morocco. Full marks for the most accessible website we've come across, which testifies to its commitment to accessibility generally.

Travel for All

Inbound and outbound travel agent and tour operator specialising in a wide variety of accessible tours and adventurous activities, including adaptive surfing, sailing, abseiling and horse riding for the blind and otherwise disabled. It was the 2016 Para-Cycling Road World Cup's official travel agency.

SWEDEN

Rehab Shop

Sale and rental of mobility equipment, including movable hoists, and continence and medical aids in Gothenburg; can also give advice regarding repairs to mobility equipment.

SWITZERLAND

Claire & George

Inbound wheelchair-accessible tours for individuals or small groups.

TAIWAN

Sunable

A commercial arm of **Taiwan Access for All Association**, this company rents a wide variety of mobility equipment in Taipei, Taichung and Hualien. It can arrange accessible accommodation and tours, as well as accessible transport in a van or a tour bus. (Chinese-language website, but staff can respond to emails in English.)

TANZANIA Go Africa Safaris

This ENAT member and Tourism for All, UK, associate has adapted vehicles with ramps and wheelchair locking systems to ensure safety, and can provide accessible accommodation catering for a wide range of budgets. Operates in Tanzania, Kenya and Uganda.

Naenda Safaris

Tanzanian company offering safaris for wheelchair users and the visionimpaired. Has vehicles with access ramps and a variety of accommodation with accessible rooms.

THAILAND

Gehandicapten See Gehandicapten.

Phuket Access Travel

Established by people with lived experience of disability, this inbound travel agent offers wheelchair-accessible transport (including airport transfers), tours, accommodation and equipment, including hoists and a Hippocampe beach wheelchair.

Thailande Handicap

Longtime resident and wheelchair user offers wheelchair-accessible guest rooms in Chiang Mai, as well as a great deal of practical information about wheelchair travel in Thailand. (French language.)

Wheelchair Holidays @ Thailand

Company offering package and

sightseeing tours to Thailand (mainly Bangkok) for PWD and seniors. Also offers airport transfers, accessible van and equipment rental, and personal care services.

Wheelchair Thailand Tours

Company offering wheelchair-accessible package and sightseeing tours to Thailand (mainly Hua Hin and Bangkok).

TURKEY

Accessible Turkey

ENAT member offering tours and accommodation in Antalya and Istanbul. It can arrange a wide variety of activities, including scuba diving, horse riding and paragliding; click on the Activities tab to find out which activities may suit your disability. Also offers equipment rental, and nursing and personal care.

Istanbul Taxi Reservation

Wheelchair-accessible taxis bookable online or by phone.

Prometheus Tour

Wheelchair-accessible van rental and taxi service, with an option to hire a driver for longer tours. Also offers accessible hotel bookings. Under the Accessible Istanbul Report tab you'll find a single sentence on wheelchair accessibility at Istanbul's main tourist sites.

Turkey Accessible Travel

Inbound tour operator offering accessible tours, shore excursions and airport transfers for seniors and PWD in and around Istanbul, Izmir and Kuşadası (Ephesus).

UK

Access Adventures

This registered charity, operating since 2015, organises camps for PWD to engage in adaptive sports and outdoor activities, including waterskiing, wakeboarding, alpine skiing, downhill biking, road biking, kayaking and canoeing, archery and shooting!

Access at Last

UK-based booking website offering accommodation throughout Europe (with a couple of exceptions), as well as mobility equipment sales, including a variety of hoists and slings.

Access Travel

Long-established, Pantou-listed domestic and outbound (mostly Europe) travel agent and tour operator specialising in wheelchair-accessible holidays.

Accessible Property Register

Search engine for wheelchair-accessible residential property for sale and holiday accommodation; also has a booking function. Map-based search is possible, with multiple filters able to be applied.

Accessible Travel & Leisure

UK-based (mainly) outbound travel agent and tour operator with a 20-year history.

Adapted Vehicle Hire

Nationwide short- and long-term rental of wheelchair-accessible vehicles and vehicles with a range of modifications, including hand controls and left-foot accelerators.

All Clear Travel Insurance

Many travel insurance companies won't insure you with a pre-existing medical condition; this company caters for precisely this market.

Altogether Travel

Supported holidays arranged worldwide for older people, individuals with physical or learning disabilities, those with dementia or sensory impairment and people who are experiencing mental health difficulties. Also able to supply personal care workers and mobility equipment.

Can Be Done

Long-established outbound accessible travel agent specialising in Europe, North and Central America, the Caribbean and the Middle East.

Celtic Quest Coasteering

Coasteering is everything from cliff jumping to scramble climbing, sea-level traversing and directional floating or, as they put it 'kayaking without a boat, surfing without a board, bungee jumping without a bungee'! This Pembrokeshire, Wales, specialist caters to a wide range of PWD, including deaf, blind, hearingand vision-impaired people as well as those with a cognitive impairment.

Disabled Holidays

Inbound and outbound accessible holiday specialist that arranges holiday packages, as well as accommodation, flights, adapted transfers, cruises and equipment hire. Uses an easy-tounderstand icon system to tell you whether packages are suitable for your needs. Caters for individuals, groups, carers and children, and can also arrange care while on holiday.

Disability Holidays Guide

UK-based directory of accessible tourism service providers, including accommodation, transport, travel agents, personal care assistance, mobility aids and travel insurance. You can also search for holidays that are suitable for particular disabilities. Note that providers are not limited to those in the UK, with other popular destinations covered being Spain, Greece and France.

Disabled Access Holidays

Tour operator offering a variety of holidays for PWD (largely wheelchairaccessible), from city breaks to cruises. It can access a large stock of accessible properties, from apartments to hotels, bookable through its site. Also offers a variety of mobility equipment for hire around the world and wheelchairaccessible taxi transfers.

Disabled Apartments

Searchable database of accessible apartments throughout the UK.

Disabled Friendly Hotels

UK-based directory and booking of accessible hotel rooms, with most essential accessibility questions answered, photos of bedrooms and bathrooms, user reviews and a guarantee of accessible rooms being held for you through this system (at the same price as on the hotels' websites). There's also a social network to share your experiences and a directory of mobility equipment suppliers. ENAT member.

Lonely Planet's Accessible Travel Online Resources

Man in blue singlet and female wheelchair user view strange rock formation at Mo Hin Khao, Chaiyaphum Province, Thailand © CHAKARIN WATTANAMONGKOL/GETTY IMAGES

Disabled Holiday Shop

Essentially an accessible holiday home booking site where you rent properties directly from the owner – or list your own. Although UK-based, there are properties listed from all around the world.

Disabled Holidays

Inbound and outbound accessible holiday specialist with a wide variety of holiday types in many countries, also offering mobility equipment hire, adapted transfers and travel insurance for PWD.

Enable Holidays

Holiday specialist for PWD offering packages including flights, transfers and equipment, and a guarantee that the properties it offers are fully audited in person by professionals.

Global Hopper Guides

Accessibility consultant, travel writer, speaker, presenter and all-round wheelchair adventurer, Emily Rose Yates – who authored Lonely Planet's *Accessible Rio de Janeiro* – has recently set up her own accessible travel guide company. Visit here for low-cost accessible guides to different countries and free vlogs about her own travels.

Golden Horizon Holidays

Holiday planning and management arm of multinational health-care provider **Hamill Care International**, specialising in holiday packages to Mallorca for those with mobility problems, MS, cognitive impairment or age-related disability.

Hoe Grange Holidays

We have heard only good things about this ecofriendly, self-catering holiday accommodation in Derbyshire's Peak District, with its threshold-free log cabins, which has twice won Visit England's Access for All gold award for its commitment to cater for wheelchair users, slow walkers and the hearing- and vision-impaired. It offers an incredibly wide range of accessible equipment – from reclining armchairs to mobile hoists to vibrating smoke alarms – at no extra cost.

Holidays with Help

Established by a group of British Red Cross Society members, this registered charity provides respite care breaks for PWD and their carers with support from trained and experienced helpers. Although nursing care is not provided, medical and nursing staff are on-site to offer guidance should it be needed. Bookings welcome from individuals, families or large groups.

Limitless Travel

Travel agent specialising in wheelchairaccessible coach tours in the UK and Europe, and beach tours in Europe.

Makin' Tracks

Long-established, small, family-run company offering personalised tours of Europe for wheelchair users.

PonyAxeS

Simon Mulholland has come up with a unique way of allowing wheelchair users to access places they couldn't otherwise get to, such as off-road tracks and beaches: using a wheelchair-adapted pony-drawn cart! Currently operating mainly near the south coast of England, Simon hopes to expand nationwide and has already branched out into Scotland. The testimonials are euphoric, but the website is not well populated.

Sage Traveling

Specialist accessible-travel European tour agency run by veteran wheelchair traveller and accessible-travel provider, John Sage. This site has blog-style information under the More Advice tab and Sage Accessibility Guides to 15 European cities are available when trip planning is purchased. Even without making a booking, you can still find plenty of useful information about numerous European destinations on this site.

Seable

See Seable.

Travel Counsellors

Richard Thompson's primary focus for the last two decades has been to cater to people with access needs. As someone with a spinal cord injury himself, he speaks from experience of mobility impairment, but can arrange flights, accommodation, vehicle and mobility equipment rental for anyone with particular mobility, sensory or cognitive requirements.

Traveleyes

Traveleyes is the world's first commercial company specialising in access to independent world travel for blind and partially sighted people. It is a blindfounded, blind-led company based in the UK, and offers a broad range of multisensory holidays worldwide.

Wheelchair Travel

Long-established ground transport provider for wheelchair and scooter users either resident in or visiting the UK from overseas, including airport and cruise transfers, and self-drive hire of small, medium and large cars and minibuses.

Yes4Access

A directory of bookable wheelchairaccessible holiday properties, all with accessible bathrooms, filterable by type of holiday, type of accommodation and many other categories; also geo-located. There are some 100 properties listed in the UK and half a dozen in the rest of Europe.

UNITED ARAB EMIRATES **DXBility**

Founded in 2017 by a Dubai resident expat family, parents of a severely disabled child, this is the only UAEbased accessible travel agent, which also offers relocation and event management services. It also rents mobility equipment, including walkers, mobility scooters, hoists and beds.

US VIRGIN ISLANDS Accessible Island Tours

Inbound tour operator for St Thomas on the US Virgin Islands. It works in collaboration with some of the major cruise lines stopping at the port.

USA

Access Tours

Nonprofit organisation providing wheelchair-accessible package tours for small groups in the American West, established in 1988.

Accessible Journeys

Established in 1985, Accessible Journeys is a tour operator exclusively for wheelchair travellers and their companions. It can organise group tours, cruises or individual itineraries for independent travel with seemingly worldwide coverage. Check out the New Experiences menu on the left-hand panel for blog-style reviews.

Accessible Vans of America

Offers nationwide wheelchair-accessible van rentals.

AccessibleGo

New York–based accessible travel agent with inbound services covering most of the US, offering hotels, flights, cruises and rental cars (but no mention of adaptations or wheelchair accessibility). There are a couple of useful tabs, covering trip resources (everything from personal care agencies and sign language resources to babysitters) and travel ideas, as well as personal blog posts from a variety of travel bloggers with disabilities.

Advanced Aeromedical

Supplies portable oxygen concentrators for use in the US and worldwide (including at airports and on cruises), as well as air ambulance services.

Atypical Travel

An escorted group travel service that uses paid professionals rather than volunteers. Caters for adults with a range of disabilities.

Autism on the Seas

Cruises for adults and families living with autism, Down syndrome and similar disabilities with various cruise lines. There's an associated nonprofit organisation that provides financial assistance and fundraising for families in need.

Best Bets Travel

Inbound and outbound travel agent and tour operator specialised and certified in accessible travel.

Brettapproved

This site began life as a searchable database of user-reviewed restaurants, hotels and venues in the USA and still performs that function. However, it now offers bookable off-the-shelf and customised tours.

Celebrity Cruises

'Special-needs' page of this mainstream cruise operator, with information for wheelchair users and those with vision and hearing impairments or particular medical needs. Here you will also find details of all the autism-friendly services and activities that it offers.

Easy Access Travel

Specialist in accessible cruise holidays and package tours for PWD and seniors.

Guided Tour

Long-established, US-based company specialising in arranging holidays for people with developmental challenges, such as autism and Down syndrome. Most destinations are in the USA, but there are also options for London and Ireland.

Hammer Travel

This Minnesota-based travel agency organises all-inclusive holidays throughout the US for adults with intellectual and developmental disabilities. Typical staff to traveller ratios are 1:3 or 1:4, with an option to bring your own carer.

JAY ABDULLAHI

www.jayonlife.com

How did your passion for travel begin?

My international travel started very early on in life: I was born in Nigeria, but raised in London. For most of my youth I wasn't able to travel anywhere as I did not have a passport, so I had to stay in England until my papers were sorted out. Once I received the little red book of freedom (my British passport), there was no stopping me. My very first trip was to Germany and since then I have never looked back.

How many countries have you visited?

I have visited around 33 countries thus far, from South America to the other side of the world in East and Southern Asia.

Where is the most accessible place you've been and why?

The most accessible place I have ever been is Stockholm in Sweden. While some parts of the city are hilly, the public transportation is excellent and met my needs perfectly. Then there was the added bonus of an abundance of lifts and ramps everywhere.

Where is the least accessible place you've been and why? How did you get around the difficulties you faced?

The least accessible place I have been was India, especially the city of Jaipur. While absolutely stunning visually, it was a bit of a hassle getting around the city. I had to navigate everything from huge kerbs from street to pavement to buildings accessible only via stairs. As I have polio, I was still able to manage the stairs, even though they were a pain. Had I been a wheelchair user, it would have proven nigh on impossible.



visited five different cities and loved each one for different reasons. The highlights of my trip were paragliding over Rio de Janiero, sleeping in a hammock in Amazonia and making it to Salvador da Bahia. Being welcomed to a city in which so many people could trace their heritage back to the Yoruba people of Nigeria – my tribe! – was an absolutely amazing experience.

What's your worst travel experience?

My worst experience was definitely in Shanghai when I was meant to be celebrating my 27th birthday with a friend. We had gone to a club in the city and due either to my race or my disability, or both, I was denied entry. That was very difficult for me as these are two of my characteristics that I couldn't and wouldn't want to change. Thankfully, the night was not lost as we went elsewhere and danced the night away.

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Which place(s) is/are at the top of your bucket list?

I really want to visit Latin American countries with sizable black populations: Colombia, Cuba, Venezuela, Mexico etc. And I also want to visit Southeast Asia, especially Thailand and Vietnam. In the first place, I really want to see the sights and take in the culture. But on another level, I just want to eat my body weight in food! Yum.

What advice would you give to a traveller with a condition similar to yours?

As I use crutches to get around everywhere, I would HIGHLY recommend taking at least one pair of ferrules (rubber tips) for them, depending on the length of your trip. You'd rather have them and not need them than the other way around. I've been caught out before...

What's your favourite travel hack?

However long you think it's going to take for you to get to the airport, add an hour. I have been burned twice. Thankfully, the destinations were within Europe.

What's the one thing you can't live without on the road?

Lip balm: gotta make sure your lips are well moisturised! Read into that what you will...

What is one thing that tourism service providers could do to make your life easier?

Be adequately prepared for disabled holidaymakers. Above all, don't describe your hotel, restaurant or tourist site as 'accessible' but then tell people that there is 'just one small step' to gain entry. That is not accessible.

What is one thing that other travellers could do to make your life easier?

Stop being surprised when you see me on the same excursion as you, having just as much fun as you. I'm really not extraordinarily brave; I'm just going about my life, like anybody else.

Where is your next trip?

My next trip will take me to northern Spain. I will be teaching English for a vear. and I am really looking forward to it. I have never done anything like that before, but I have been trying to learn Spanish for a number of years now. I figured that it was time to stop paying lip service and actually go out there and do something about it. While there are a lot of Spanish speakers in London, the lingua franca will always be English. I am going to the Castile/León region to immerse myself in the culture and make the learning much easier. This also means that I will have actually lived somewhere else!

Lucky Mindy Adventures

Specialist, mainly domestic tour operator catering for individuals with a physical or developmental disability.

Medical Travel (Florida Van Rentals)

Rental and sales of wheelchairaccessible vans in Florida.

Mobility Equipment Hire Direct

Worldwide equipment hire – everything from hoists and beds through wheelchairs and scooters to shower chairs and over-toilet seats.

Push Living

Deborah Davis' disability lifestyle website covers a lot more than just travel. With a focus on the wheelchair user, there are segments on health, romance, design, lifestyle, inspirational stories and general news, too. Under the Travel menu are tours catering for PWD, accommodation listings, accessible house swaps, sales and rentals, as well as a holiday planning service.

Scootaround

Large-scale player renting out a wide range of mobility equipment, including scooters, wheelchairs, oxygen rentals and other medical equipment and accessories for cruise passengers with disabilities and seniors. You can have your mobility equipment delivered to a hotel, home, event or cruise ship. There is a dedicated number in case of damage in transit and numerous testimonials from satisfied customers who have had their issues resolved satisfactorily.

Search Beyond

Group-based supported trips and holidays, both domestic and

international, mainly for people with cognitive and developmental disabilities.

Special Needs Vacation by V

Accessible travel agent/tour operator catering particularly to families which include a PWD or multigeneration family trips. Owned and operated by someone with lived experience of disability.

Spin the Globe Travel

Wheelchair blogger Sylvia Longmire has set up her own accessible travel agency, and who better to cater to your needs than someone who has been there and done that? Read her profile**Sylvia Longmire**.

Tapooz Travel

Aïcha Nyström and Laurent Roffé, two veteran travellers and outdoor activities experts, have long experience arranging tours and activities in California and North America for people of all abilities. Hiking in Zion, the Grand Canyon at sunset, adaptive bicycling in California wine country, or sea kayaking on San Francisco Bay, anyone? They've now diversified their offering to several countries in Europe, as well as Nepal and India.

Trips Inc

All-inclusive domestic group-based holiday packages for adults who live in or near Portland, Seattle or Denver with cognitive and developmental disabilities.

Trips R Us

Massachusetts-based company providing group-based supported trips and holidays, both domestic and international, for people with cognitive and developmental disabilities.

Up & Up Travel

Travel agent specialising in Disney theme parks for families that include a PWD.

Ventures Travel

Minnesota-based company providing supported all-inclusive domestic holidays for people with particular needs due to age, physical limitations or cognitive disabilities, mostly groupbased.

Wheelchair Getaways

Company that rents wheelchair- and scooter-accessible vans in almost every city in the USA.

Wheelie Fun Cruise & Travel

Certified Special Needs Accessibility Advocate specialising in cruises, resorts and escorted tours in the Americas and Europe.

Wilderness Inquiry

Founded in 1978, this nonprofit adventure travel organisation believes in 'access, inclusion and opportunity' and arranges nature- and activity-based holidays all around the world for PWD. Its activities encompass sea kayaking, canoeing, rafting, hiking, safaris and dogsledding in countries as far afield as New Zealand and Tanzania, as well as its home country.

Wilderness on Wheels

Established in 1986 about 65 miles west of Denver, Colorado, this organisation offers wheelchair-accessible cabins, tent sites, trout fishing and a mile-long boardwalk, all at an elevation of over 9000ft on the edge of the Continental Divide of North America. The 13 tent sites and five huts are free to use (donations welcome) and the two cabins are offered at very reasonable prices.

VIETNAM Easy Asia

Mainstream travel agent and tour operator based in Vietnam with experience in providing accessible tourism services.

Roll in Asia

Specialist accessible travel agent based in Vietnam offering a variety of tours for PWD in Vietnam, Cambodia, India and Sri Lanka. Tourist sites, restaurants and hotels have been vetted by the operator and local guides have been hired who can communicate in international sign language. Also offers to arrange air transport from your home country.

WORLDWIDE Advanced Aeromedical

Supplies portable oxygen concentrators for use in the US and worldwide (including at airports and on cruises), as well as air ambulance services.

Airbnb

In possibly the biggest news in accessible tourism in 2018, Airbnb acquired Accomable and made its cofounder, **Srin Madipalli**, Director of Accessibility. Subsequently, the company introduced 21 new accessibility filters to make it easier for PWD to find accessible accommodation. The new filters allow users to search for listings with specific features, including step-free entry to rooms, entryways that are wide enough to accommodate a wheelchair, and more. Previously, users were only able to search for 'wheelchair accessible' listings, which didn't meet the needs of the majority of PWD.

Booking.com

A big player in the hotel search engine market with a far less useful search function than Hotels.com: once you get to the results page, there's a Walk-in shower check box at the very bottom of the filter panel.

Hotels.com

Thanks to a successful lawsuit in the USA, one of the world's biggest hotel search engines now has a search and booking function for different accessibility needs. Once you have selected your destination and dates, click search; when the options page opens click on Accessibility Features in the left-hand panel to filter according to your needs. Access criteria are not specified in detail, so further enquiries are essential prior to booking.

Matching Houses

Accessible house-swap website set up in 2004, which is free to join.

OxygenWorldwide

This organisation is based in Spain but operates internationally with associates worldwide. Its site and service staff are multilingual. OxygenWorldwide arranges oxygen delivery worldwide for oxygen users on holiday or staying abroad for a longer period of time, and can also cater for travellers on tours through several countries.

Special Needs at Sea

Worldwide rental of all special-needs equipment, servicing hotels, resorts, convention centres and all major cruise lines.

Travel O₂

Rental and sale of medical oxygen, adaptive equipment and medical supplies.

JULIETTE LLEWELLYN

www.sensitivetravel.wordpress.com

Juliette runs Sensitive Travel, an ecohealth online travel resource she established after serious illness. She's also had travel features published in *Telegraph Travel* and **Disability Horizons**. As she recovers from ME/CFS, fibromyalgia, multiple chemical sensitivity and mental health difficulties, she's studying for an MA in Songwriting & Production so travel has been on hold for a while.

How did your passion for travel begin?

When I was 15, I had the chance to visit Lyon in France and then Ludwigshafen in Germany with pen pals I met at a local youth disco! This sparked my interest in international travel.

How many countries have you visited? Seven.

Where is the most accessible place you've been and why?

It depends on my level of health. When I am more well, using London's Tube is economical energy-wise as it enables me to visit a range of sights independently. South Bank and South Kensington are particularly 'accessible': both are flat, with benches for rest and quiet cultural institutions within manageable walking distance for respite.

When I am less well Oxwich Bay in Gower is manageable for resting and gentle walking along a sandy beach just a few minutes' walk along a flat road from the village, with level access to the road.

Where is the least accessible place you've been and why?

My experience of 'place' depends on several factors. However, accommodation always needs to be suitable: if the accommodation is conducive I can often find creative ways to navigate other elements. Having backup options helps – like when I arrived to find my hotel being refurbished – but better still is being given the correct information prior to visiting.

The local terrain is also important. I once stayed in a cottage on a hill in the rural Brecon Beacons, which meant going further than a very short walk was too strenuous. Similarly, Edinburgh is quite hilly so I was unable to see much of the city on foot.

How did you get around the difficulties you faced?

I went to the cottage in Brecon when I was feeling less well so it was meant to be restful: fresh air, the Dark Sky Reserve night skies and sitting by the wood stove. I stayed around the cottage and its garden, and did only short walks. I planned my meals, brought my own food and also arranged lifts there and back.

In Edinburgh, I would have loved to do a bus tour, but just didn't have the energy.



Instead, I broke sightseeing into small chunks – always necessary with a fatigue illness – and made use of a combination of taxi, bus and a friend's car.

What's your best travel experience?

Walking along Findhorn beach in Burghead Bay, North Scotland. This was my first ever trip to Scotland and my first flight since illness. I dreamt of recovering enough to walk unaided along a rugged beach, which I never thought possible when I was housebound. It was an incredible feeling!

What's your worst travel experience?

Being unable to sleep night after night on my Brecon Beacons trip due to a biomass boiler running in the barn next to the bedroom...after I had chosen the place to recover quietly from surgery.

Which place(s) is/are at the top of your bucket list?

Australia, Italy, Canada, Sicily Isles, Hebridean Islands, New York, Cornwall, Iceland's Blue Lagoon.

What advice would you give to a traveller with a condition similar to yours?

Research accommodation carefully and ask allergy-related questions, such as when was the last time there was any painting, new carpets or refurbishment? A suitable environment is essential and will provide a restful base to recuperate from journeys and activities. Also, if you are feeling less well find somewhere with a view for more sedentary times.

Research practicalities prior to your trip to free up your energy whilst away and help you be more flexible with decisions.

Start buying trip items and packing early, devoting the week before travel to rest. Otherwise, preparation is so exhausting you'll have no energy for the trip. A packing list is essential due to cognitive memory problems: it helps me keep track of what I still need to get and I can add additional items as I remember.

Punctuate your trip with plenty of down time and pick activities that don't require you to attend at a set time and could be rearranged if necessary.

What's your favourite travel hack?

The Citymapper app helps me hugely with getting around.

What's the one thing you can't live without on the road?

A pillowcase, to cover any residual conventional washing powder left on the pillowcase provided, which can cause respiratory difficulties and headaches. I may also take a lightweight quilt cover and base sheet for the same reason.

What is one thing that tourism service providers could do to make your life easier?

I value proprietors who can accommodate people with chemical sensitivities (often ecofriendly places), or those who are understanding and honest when I ask what may seem like unusual questions.

What is one thing other travellers could do to make your life easier?

Be accepting and tolerant. Understand that travelling with me may not always be straightforward. A willingness to help goes a long way.

Where is your next trip?

Cornwall, particularly the Tate at St lves, as I love art and beaches. Or Italy as I had planned to celebrate my 40th birthday flying to Rome and even learnt Italian for a year to visit! Or Singapore to visit my expat sister and her husband when I'm ready for the long-haul flight.

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Lonely Planet's Accessible Travel Manager, Martin Heng, at City Palace, Jaipur © Yoko Whyte, missappleheart.tumblr.com

Internal photographs

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Female wheelchair user holding hands with man, Baden-Württemberg © TMBW/Düpper

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Travel blogger Cory Lee Woodard riding a camel in Morocco © curbfreewithcorylee.com

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Martin Heng in front of Humayun's Tomb, Delhi © Yoko Whyte, missappleheart.tumblr.com

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Martin Heng driving down narrow, busy street, Delhi © Yoko Whyte, missappleheart.tumblr.com

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Man and woman in wheelchairs with three people on a park bench enjoying the sun

in Egapark, Erfurt © TTG/Barbara Neumann

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Male wheelchair user and kneeling woman with Rheinsberg Palace in the background, Brandenburg © TMB-Fotoarchiv/Yorck Maecke

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Male and female wheelchair users on the Hamburg waterfront © HHT/Andreas Vallbracht

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Man and woman with guide canes in Dresden with Frauenkirche in the background © TMGS/Sylvio Dittrich

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Two smiling support workers assist laughing young man in a river activity, Zion National Park, Utah © Aïcha Nyström, www.tapooztravel.com

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Martin Heng in front of the Taj Mahal © Yoko Whyte, missappleheart.tumblr.com

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Man and woman signing to each other in Hamburg © HHT/Andreas Vallbracht

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Male wheelchair user and female companion in a beach chair, Lower Saxony © TMN

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Man and woman with guide canes crossing the street in Hamburg © HHT/Andreas Vallbracht

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Three wheelchair users on Alcatraz Island © Aïcha Nyström, www.tapooztravel.com

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Couple pushing young girl in a wheelchair, Antwerp © VisitFlanders, https://creativecommons.org/licenses/by-nc-sa/2.0/legalcode

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Female with guide cane and female companion exploring Talbot House, Poperinge,

Belgium

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A man is guided around the exhibits on display at the Kelvingrove Art Gallery & Museum, Glasgow ©VisitBritain/VisitScotland

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Smiling female support worker pushes laughing female wheelchair user along a track, Parowan Gap petroglyphs, Utah © Aïcha Nyström, www.tapooztravel.com

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Wheelchair and mobility scooter meet-up in front of Dresden Zwinger, Saxony © TMGS/Sylvio Dittrich

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Woman pushing male wheelchair user in front of Gravensteen (Castle of the Counts), Ghent

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Woman with a guide cane touching a tombstone at the Lijssenthoek Military Cemetery, Poperinge, Belgium © VisitFlanders/Kris Jacobs, https://creativecommons.org/licenses/by-nc-sa/2.0/legalcode

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Female wheelchair user looking up at the statue of the Knight Roland, Bremen marketplace © Lea Kleinspehn/BTZ Bremer Touristik-Zentrale

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Top Jubilee Sailing Trust's SV *Tenacious* under sail © Jubilee Sailing Trust

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Party of wheelchair users and ambulant visitors view gorgeous sunset over a guard rail, Grand Canyon National Park, Arizona © Aïcha Nyström, www.tapooztravel.com

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Woman pushing male wheelchair user outside the Oude Vismijn (Old Fishmarket), Ghent

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Male wheelchair user exploring the Westfront Nieuwpoort visitor centre, Belgium © VisitFlanders/Kris Jacobs, https://creativecommons.org/licenses/by-nc-sa/2.0/legalcode

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Male and female members of staff at the STAM (Ghent City Museum) giving a signlanguage guided tour to a female visitor © VisitFlanders/Kris Jacobs, https://creativecommons.org/licenses/by-nc-sa/2.0/legalcode

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Support workers push three wheelchair users past rock formation, Red Canyon Dixie National Forest, Utah © Aïcha Nyström, www.tapooztravel.com

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Woman reading Braille information panel, Bruges © VisitFlanders/Kris Jacobs, https://creativecommons.org/licenses/by-nc-sa/2.0/legalcode

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Two hand-cyclists passing through farmland in Heuvelland, Flanders © VisitFlanders/Kris Jacobs, https://creativecommons.org/licenses/by-nc-sa/2.0/legalcode

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Three hand-cyclists on a leafy country lane in Heuvelland, Flanders © VisitFlanders/Kris Jacobs, https://creativecommons.org/licenses/by-nc-sa/2.0/legalcode

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Wheelchair user on a guided tour of the Royal Gallery, Houses of Parliament, London © VisitEngland/Luke Rogers

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Smiling female support workers assist smiling female wheelchair user along a track, Bryce Canyon National Park, Utah © Aïcha Nyström, www.tapooztravel.com

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Travel blogger Cory Lee Woodard in front of the Dome of the Rock, Jerusalem © curbfreewithcorylee.com

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A tactile model of the House of Lords, Palace of Westminster, for blind and partially sighted visitors

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A lady and her guide dog take in the exhibits on display at the Transport Museum in the Riverside, Glasgow ©VisitBritain/VisitScotland

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Martin Heng sitting in ornate church doorway, Orihuela, Spain © Sabina Heng

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Travel blogger Tony Giles in a small local boat, visiting the floating market in Banjarmasin, South Kalimantan, Indonesia © www.tonythetraveller.com

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Male wheelchair user and ambulant visitors underneath colourful Chinese paper dragon *With Wind* by Ai Weiwei on Alcatraz Island © Aïcha Nyström, www.tapooztravel.com

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Bonnie Lewkowicz reaching up towards colourful Chinese paper dragon *With Wind* by Ai Weiwei on Alcatraz Island © Aïcha Nyström, www.tapooztravel.com

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Female wheelchair user enjoying the sunrise over the Grand Canyon, Arizona © Aïcha Nyström, www.tapooztravel.com

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Travel blogger Chris Koch negotiating a flight of stairs in Tikal, Guatemala © Chris Koch

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Man in blue singlet and female wheelchair user view strange rock formation at Mo Hin Khao, Chaiyaphum Province, Thailand © Chakarin Wattanamongkol/Getty Images Published by Lonely Planet Publications Pty Ltd ABN 36 005 607 983 3rd edition – Oct 2018 ISBN 978 178 868 3159

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