



**CALL OUR HELPLINE**

**01799 541 807**

Finding Solutions

Changing Lives

# TRAVELLING BY PLANE

**If you are planning to travel abroad and have a disability or are travelling with a family member with special needs you would need to check what facilities are available at the airport you intend to travel from and what the airlines can offer. Within the UK, airlines and airports will have different facilities available for the disabled traveller.**

- It is advisable to inform your airline when you book that you have special requirements. It is recommended that you give at least **48 hours'** notice to allow the airline to prepare any specialist services that you might need. In view of this it is generally not a good idea to go for a last minute deal, even if it may be cheaper.

- Be aware that your airline might request a medical certificate of fitness to travel which your doctor should be able to provide. If you require oxygen on your flight you would need to check carefully with your airline as there may be restrictions on taking oxygen bottles aboard the plane. Some airlines are happy to provide oxygen, again please check when booking.

- An assistance dog would need to be certified and would be expected to travel using the PETS scheme. For advice on travelling with a guide or assistance dog there is some initial advice and links on the official UK Government website:

<https://www.gov.uk/take-pet-abroad/guide-dogs>

Additional advice on traveling with an assistance dog can be found at the Guide Dog Association

<http://www.guidedogs.org.uk/services/guide-dog-services/assistance-dog-travel-guide>

- UK Airports: each major UK airport will have its own website which will guide you through their facilities and services. We have put links to some of the main ones below;



**Belfast** <http://www.belfastairport.com/special-assistance>

**Birmingham** <https://www.birminghamairport.co.uk/at-the-airport/terminal-facilities/special-assistance/>

**Bristol** <https://www.bristolairport.co.uk/at-the-airport/special-assistance>

**Cardiff** <https://www.cardiff-airport.com/special-assistance/>

**Edinburgh** <http://www.edinburghairport.com/prepare/travelling-with-additional-needs>

**Gatwick** <http://www.gatwickairport.com/at-the-airport/passenger-services/special-assistance/>

**Glasgow** <http://www.glasgowairport.com/im-departing/passenger-info/>

**Heathrow** <http://www.heathrow-airport-guide.co.uk/disabled-facilities.html>

**Manchester** <http://www.manchesterairport.co.uk/at-the-airport/guides-to-travelling/>

**Stansted** <http://www.stanstedairport.com/at-the-airport/guides-to-travelling/special-assistance/>



[enquiries@fledglings.org.uk](mailto:enquiries@fledglings.org.uk)  
[www.fledglings.org.uk](http://www.fledglings.org.uk)

Registered charity no. 1112618

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*The TravelChair is made from strong, durable materials and has been developed with the parents of disabled children, airlines and the UK Civil Aviation Authority to ensure everyone's needs are met. It is now approved by EASA.*

*It can be placed in a standard airline seat so you can sit with your child during the flight. It is quick to install, has familiar supportive features and fits into the overhead locker when not in use.*

*Instructions for the use of TravelChair accompany the product, together with a training video. It is essential to inform the airline at the earliest opportunity and at least 48 hours before you plan to fly, that you are bringing the TravelChair on board.*

*The TravelChair can be purchased in Meru's online shop or hired from Tryb4uFly – [www.tryb4ufly.co.uk](http://www.tryb4ufly.co.uk), Tel: 020 8770 1151.*

*Some airlines do offer the TravelChair for free on their flights (for example Monarch, Virgin and BA all offer it) If you are using these airlines, please let them know you will need a TravelChair. Other airlines may provide a similar service but please check before booking.*

### Virgin

Special Assistance page: <http://www.virgin-atlantic.com/gb/en/travel-information/special-assistance.html>

Supported Seating: <http://www.virgin-atlantic.com/gb/en/travel-information/special-assistance/mobility-impaired/support-seating.html>

If you're travelling from the UK, call the Special assistance team

- Tel: 0344 481 4455
- TTY: 0344 209 0747
- Fax: 0344 209 7373
- Voice tel: 01293 747691
- Email: [Special\\_Assistance@fly.virgin.com](mailto:Special_Assistance@fly.virgin.com)

Opening hours

Mon - Fri 09:00 - 18:00 ( UK local )

Bank holidays 09:00 to 17:00

### British Airways

Travel Assistance: [http://www.britishairways.com/en-gb/information/special-assistance?link=main\\_nav](http://www.britishairways.com/en-gb/information/special-assistance?link=main_nav)

Disability Assistance: <http://www.britishairways.com/en-gb/information/special-assistance/disabilityassistance>

Tel: 0344 493 0787, option 3 (calls are charged at local rate)

If you have a hearing or speech impairment, you can contact us at 0845 700 7706 (Minicom)

### Monarch

Disability Assistance: <http://www.monarch.co.uk/faq/flights/flying-with-children-and-pets/disabled-children-the-travelchair>

Tel: 0333 003 0700

- You can reach us daily from 06:00 to 20:00 (GMT) at 0344 493 0787, option 3 (calls are charged at local rate)
- If you have a hearing or speech impairment, you can contact us at 0845 700 7706 (Minicom)

### Useful Links and Information

#### Crelling

Supply a harness suitable to use on an airline seat - Model 27 – which comes in different sizes

<http://www.crelling.com/aircraft.html>

Fits single seats, Aircraft seats & other types of single seating.

Full supportive, 5 point, front fastening harness.

Waist belt is fitted with a Press Release buckle.

This harness is for those passengers who require additional postural support.

It fits to the seat with two horizontal fixing straps.



[enquiries@fledglings.org.uk](mailto:enquiries@fledglings.org.uk)  
[www.fledglings.org.uk](http://www.fledglings.org.uk)

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## Tryb4uFly

A service for disabled children and adults in the UK that provides cabin assessments information about flying with a disability and hire equipment to make your journey easier.

Try Before You Fly (<http://tryb4ufly.co.uk> - 020 8770 1151), they offer:

- Advice
- Assessment of needs and suitability, training and a trial of the available equipment at one of their assessment centres.
  - o Choice of support Seating with the opportunity to try them
  - o Seating features
  - o Airline choice
  - o Transferring in and out of the wheelchair
  - o Use of the Pro-move sling
  - o Loading equipment into the airplane
  - o Travelling in an airplane
  - o Q&A's
- Hire of various air equipment suitable for air travel (not only the Travelchair but Burnett Body Systems and Crelling products as well)

**Disabled Travel Advice** – this website has some good advice, links and information about disabled travel, including airlines.

<http://www.disabledtraveladvice.co.uk/best-airlines-disabled-travel.html>

## Government Information

Website <https://www.gov.uk/transport-disabled/planes>



enquiries@fledglings.org.uk  
[www.fledglings.org.uk](http://www.fledglings.org.uk)

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