

Accessible travel in Flanders and Brussels



Last amended: January 2012



Accessible Travel Info Point – Tourism Flanders
✉ Grasmarkt 61, 1000 Brussels
☎ +32 70 23 30 50 - 📠 +32 70 23 30 51
🌐 www.accessinfo.be - 📧 post@accessinfo.be

Introduction

This information leaflet gives an overview of accessible transport in and from Flanders and Brussels.

Whether something is considered accessible depends largely on the person concerned. Each disability or impairments is different. We recommend you to contact the transport company in advance in order to obtain concrete information relating to your own expectations.

Table of contents

<u>Public transport</u>	p3
<u>NMBS (train)</u>	p3
<u>De Lijn (bus and tram) in Flanders</u>	p4
<u>MIVB (metro, bus and tram) in Brussels</u>	p6
<u>Private transport</u>	p8
<u>Bus companies with lift bus</u>	p8
<u>Wheelchair taxi's</u>	p 10
<u>Adapted transport services</u>	p13
<u>Travelling by plane</u>	p17
<u>Motor homes</u>	p22

Public transport

NMBS (train)

Guide for passengers with reduced mobility

Belgian Railways (NMBS-SNCB) publishes a brochure with information about services for people with reduced mobility and this contains a detailed list of stations and facilities for people with reduced mobility. The brochure is available in Dutch, French, German and English in the stations or on their website:

www.b-rail.be/nat/E/assets/basea5_ang_04web.pdf (for the English language version). The brochure is also available in Braille. To receive this brochure in Braille, please send an e-mail to: braille@nmbs.be.

For further information on travelling by train for the disabled, you can also visit the following website: website www.b-rail.be > Belgium > Useful Tips > Assistance for passengers with reduced mobility.

More information & assistance reservation: Tel: +32 (0)2 528 28 28 (open daily from 07am to 9pm)

NMBS-SNCB Mobility – Central Customers Service – Services for persons with reduced mobility B-MO 054 - Section 13/5 - Hallepoortlaan 40 - 1060 Brussels

Fax: +32 (0)2 528 21 39

Mail: klantendienst@nmbs.be

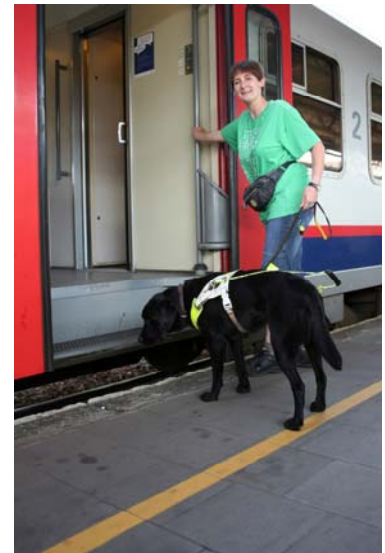
Website www.b-rail.be

Free companion

A disabled person in possession of a Companion Card can be accompanied free-of-charge by a companion when travelling by train. People with a learning disability and people with visual or physical disabilities can apply for a Companion Card. If you have a 'Free Companion' card, a person of your choice is allowed to travel with you free-of-charge. You can find information on this card at

www.b-rail.be/nat/E/practical/limitedmobility/tarifs/guide/index.php.

In addition, you can travel free in 2nd class with Belgian Railways in Belgium if you have a 'National reduced fare card'. For more information, visit www.b-rail.be/nat/E/practical/limitedmobility/tarifs/national/index.php.



DE LIJN (bus & tram Flanders)

De Lijn Information

For all questions and suggestions for the Flemish transport company De Lijn, contact their central phone number (+32 (0)70 220 200) or visit their website: www.delijn.be.

Information about the accessibility policy of De Lijn can be found at www.delijn.be/over/aanbod/toegankelijkheid/index.htm and in the brochure "Op-stap zonder drempels" (Carefree travelling).

www.delijn.be/images/toegankelijkheid_bij_De_Lijn_op_stap_zonder_drempel_tc_m7-547.pdf (Dutch only)

Disabled persons (living in Flanders or Brussels) who hold a Companion Card can be accompanied free-of-charge by a companion of their choice when travelling by bus or tram of the transport company De Lijn.

You can apply for this card at the season ticket office of De Lijn in your province. For a list of De Lijn shops in Flanders visit

www.delijn.be/en/verkooppunten/lijnwinkel.htm. Attach a medical certificate to your application with the severity of your disability and a copy of your identity card. The 'Free Companion' card of the NMBS-SNCB is also valid for travelling on all vehicles of De Lijn.

Persons registered with the Flemish Fund for Social Integration of Disabled Persons who live in Flanders can also obtain a free network season ticket.

Visual impairment

Persons with a visual impairment who hold a national discount card can travel for free on the entire network of De Lijn.

Coastal tram

All trams have a lowered middle part to allow wheelchair users to get on and off more easily. Presently the stops listed below are equipped with a raised platform to guarantee accessibility. The accessible stops are marked with a wheelchair logo on the coastal tram route map on

<http://www.delijn.be/dekusttram/en/Reisinformatie/index.htm>.

- De Panne Station
- De Panne Plopsaland
- Koksijde St.-Idesbald
- Koksijde Ster der Zee
- Oostduinkerke Schipgat
- Oostduinkerke Duinpark
- Oostduinkerke Groenendijk-bad
- Nieuwpoort Zonnebloem
- Nieuwpoort Bad
- Nieuwpoort Ysermonde
- Nieuwpoort Cardijnlaan
- Nieuwpoort Stad
- Lombardsijde-Westende St.-Laureins
- Lombardsijde-Westende Bad
- Lombardsijde-Westende Belle Vue
- Middelkerke Krokodiel
- Middelkerke Verhaegelaan
- Middelkerke De Greefplein
- Oostende Renbaan
- Oostende Koninginnelaan
- Oostende Station
- Oostende Weg naar Vismijn
- Oostende Duin en Zee
- Bredene Campings

- Bredene Renbaan
- De Haan zeepreventorium
- De Haan Aan Zee
- De Haan Waterkasteellaan
- Blankenberge Station
- Zeebrugge Zeesluis
- Heist Dijk
- Heist Heldenplein
- Heist Duinberge

De Lijn not only works towards wheelchair accessibility but also towards accessibility for persons with a visual or auditive disability. To this end each of the above mentioned stops in De Panne, Oostende, De Haan and Blankenberge, are announced both visually and audively and have special tiles, strips and poles with inscriptions in Braille to assist blind and visually impaired passengers. The coastal tram website was made accessible to them as well.



MIVB (subway, bus & tram Brussels)

For all information on travelling with reduced mobility on the MIVB network visit the website www.stib.be/PMR_PBM.html?l=en

Metro

Persons with restricted mobility can obtain assistance to buy their ticket and to reach the train platform by way of the access ramp. Assistance in the metro is only possible from Monday to Sunday between 7am and 8.45pm.

Obtaining assistance can be done by passing your itinerary on by telephone to the Contact Centre on +32 (0)70 23 2000 (0,30€/min. From Monday to Friday between 8am and 7pm, during school holidays until 6pm and on Saturday between 8am and 4pm) or by filling in the form on the website

(www.mivb.be/metro-assistance.html?l=en). Another possibility is to use the special telephone near one of the ticket offices. An agent will be sent as soon as possible.

You will be met at the ticket office and accompanied during the entire trip. The service must start and end at a station that is adequately equipped for this service. Presently the following metro stations are accessible to wheelchair users:

- Alma
- Belgica
- Centraal Station
- CERIA
- De Brouckère
- Delacroix
- Eddy Merckx
- Erasmus
- Hankar
- Heizel
- Het Rad
- Kruidtuin
- Kraainem
- Maalbeek (ingang Etterbeeksesteenweg)
- Naamsepoort
- Pannenhuis
- Pétilion
- Sint-Gillisvoorplein
- Sint-Guido
- Sint-Katelijne
- Stokkel (ingang via winkelcentrum)
- Weststation
- Zuidstation

You can find these on the metro map on the website:

http://www.stib.be/irj/go/km/docs/STIB-MIVB/INTERNET/attachments/Plan_reseau/CHRONO_Intermodal.pdf

Bus

Presently only 1 line is accessible to wheelchair users: line 71 (De Brouckère-Delta). According to the MIVB, a fold-out ramp and a system with camera, blinking lights and sound signal make it easier for persons with restricted mobility to get on the bus unassisted.

Minibus

The MIVB organises an extra service for minibuses for the transport of persons with a disability. This is an on-demand and "door-to-door"-service specifically suited for wheelchair users, persons with a visual impairment or persons with restricted mobility. The service is assured from Monday to Friday, from 6.30 am

to 11 pm. After 8.30 pm there is only a limited service. A single fare costs 1,70 EUR per person and per journey.

Only persons with a NMBS 'free monitor card' or a 'national reduced fare card for public transport' for visually disabled persons can use this service.

For reservations (the first time 8 days in advance, afterwards minimum 2 days in advance) call number +32 (0)2 515 23 65, fax to +32 (0)2 515 23 63 or mail to minibus@mivb.irisnet.be.

Private transport

Bus companies with lift bus

The Federation of Belgian Bus and Coach Businesses (FBAA) offers a list of bus companies that have specially-equipped buses and coaches. If you are looking for a lift-bus, surf to

[www.fbaa.be/nl/default.asp?Id1=81&Id2=126&Id3=0&Id4=0&Title=Speciaal uitgeruste autocars#](http://www.fbaa.be/nl/default.asp?Id1=81&Id2=126&Id3=0&Id4=0&Title=Speciaal%20uitgeruste%20autocars#) and click on the bus with a wheelchair. You can fine-tune the result by searching per province.

A full overview can be found on the website (where you can click on the company name to receive detailed information on the buses as well as the contact information):

Firmanaam	Gemeente
<u>Begonia Reizen bvba</u>	LOCHRISTI
<u>Cardenis/De Keyser nv</u>	AARSCHOT
<u>Toptours nv</u>	AARSCHOT
<u>Alk Reizen bvba</u>	ALKEN
<u>Metropole bvba</u>	ANTWERPEN
<u>Polder (De) Autocars nv</u>	ANTWERPEN
<u>Arizona Autocars bvba</u>	ANTWERPEN/DEURNE
<u>Degrève Voyages sa</u>	ATH
<u>Toussaint Bus & Car sprl</u>	BEAURAING/WINENNE
<u>Zwijndrecht Cars bvba</u>	BEVEREN-WAAS/MELSELE
<u>A.M.O. All Drive bvba</u>	BILZEN
<u>Wilq (De) Touringcarbedrijf</u>	BREE
<u>Desmet (Voyages) sa</u>	CHARLEROI/JUMET
<u>Mes nv/Rudy Cars</u>	DENDERMONDE
<u>Marcel Cars bvba</u>	DESSEL
<u>Zigeuner (De) nv/Vanheusden</u>	DIEPENBEEK
<u>Eurobussing Wallonie sa</u>	FLÉMALLE
<u>Raoul Voyages sprl</u>	FLÉMALLE
<u>Kroon Reizen bvba</u>	GENK

<u>Selecta Cars nv/De Swaef</u>	GENT
<u>BUS4YOU / De Turck bvba</u>	GERAARDSBERGEN
<u>Muylaert nv</u>	HAALTERT/DENDERHOUTEM
<u>Vermeeren Reisburo bvba</u>	HARELBEKE
<u>Duinen (De) nv</u>	HERENTALS
<u>Dislaire & Fils sa</u>	HOUFFALIZE
<u>Ivo Tours bvba</u>	HOUTHALEN- HELCHTEREN/HELCHTEREN
<u>St-Christophe Cars</u>	IEPER/ZILLEBEKE
<u>M.G. Cars scri</u>	ITTRE/VIRGINAL-SAMME
<u>Clicking T.G. nv</u>	IZEGEM
<u>Mandel Car Toerisme nv</u>	IZEGEM
<u>Gino Tours nv</u>	JABBEKE
<u>Demuyck & Vansteelandt nv</u>	KORTRIJK/BELLESEM
<u>Laakdal Cars BVBA</u>	LAAKDAL/VORST
<u>Ros Beiaard ('t)/De Hauwere nv</u>	LEBBEKE
<u>De Ras (Reizen) bvba</u>	LEDE
<u>Pajot Tours</u>	LENNIK
<u>Deliège Voyages</u>	LIMBOURG
<u>Eurotouring nv</u>	LOMMEL
<u>Staf Cars nv</u>	LOMMEL
<u>Strobbe Autocars bvba</u>	LOVENDEGEM
<u>Doppagne Voyages S.A.</u>	MARCHE-EN-FAMENNE
<u>New Meret Cars bvba</u>	MEERHOUT
<u>Goedert Serge sprl</u>	MESSANCY
<u>Scheldevallei (De) Reizen nv</u>	OUDENAARDE/EINE
<u>Hendriks Autocars nv</u>	OVERPELT
<u>Kempen Reizen (De) bvba</u>	RETIE
<u>International Coach Traffic</u>	RIJKEVORSEL
<u>Bezembinder (De) Autocars</u>	SCHERPENHEUVEL-ZICHEM
<u>Van Aerschot Autocars nv</u>	SCHERPENHEUVEL-ZICHEM

<u>Soete Waeslant ('t) Autocars / Jos Smet & Zn bvba</u>	ST-NIKLAAS
<u>Witte Merel (De) bvba</u>	ST-TRUIDEN
<u>Meibloem (De) nv</u>	TIELT
<u>Pelikaan Cars nv</u>	TIELT-WINGE
<u>Van Mullem & Zonen</u>	TIENEN
<u>New Car Location sa</u>	TUBIZE
<u>Baus Reizen nv</u>	WELLEN
<u>Conny Cars bvba</u>	WESTERLO
<u>ITA nv Autocars & Reisburo</u>	WETTEREN/MASSEMEN
<u>Heyerick bvba</u>	ZULTE
<u>Cortina Garage bvba</u>	ZWEVEGEM/OTEGEM

Wheelchair taxi's

Taxi Hendriks

Taxi Hendriks has 195 accessible cars and 5 branches in Flanders, Wallonia and Brussels.

Hendriks Autocars disposes of luxury lift cars in different sizes.

Website: www.hendriks.be

Melsbroek:

Perksesteenweg 35D, 1820 Melsbroek

Tel: +32 (0)2 752 98 00

E-mail: info.melsbroek@hendriks.be

Overpelt:

Leopoldlaan 44, 3900 Overpelt

Tel: +32 (0)11 80 98 98

E-mail: info@hendriks.be

Gent:

Ottergemsesteenweg-Zuid 680, 9000 Ghent

Tel: +32 (0)9 216 80 20

E-mail: info.gent@hendriks.be

Antwerp:

Neerlandweg 17, 2610 Wilrijk

Tel: +32 (0)3 286 44 40

E-mail: info.antwerpen@hendriks.be

Wallonia:

Chaussée de Bruxelles 161d, 6040 Jumet

Tel: +32 (0)71 25 86 90

E-mail: info.wallonie@hendriks.be

Taxi Peters

Taxi Peters is a family business offering special services such as wheelchair accessible taxis, etc. for disabled persons and persons of limited mobility. The company is located in Genk and Zonhoven (Belgian Limburg) and offers wheelchair accessible minibuses which can transport up to 7 wheelchair users at the same time

More information:

Turfstraat 54 3600 Genk

Tel: +32 (0)89 35 14 95

Fax: +32 (0)89 30 72 77

Mobile: +32 (0)475 30 62 91

Website: www.taxipeters.be. e-mail: info@taxipeters.be

Transport Home Service

A Brussels taxi company that transports persons with restricted mobility (also outside Brussels), with the exception of bedridden persons. The company offers adapted vehicles with wheelchair lifts for 6 wheelchairs and 5 additional persons.

J. Dubrucqsaan 224, 1080 Sint-Jans-Molenbeek

Tel: +32 (0)2 527 16 72

Fax: +32 (0)2 424 12 70

Handi-Trans

Handi-Trans provides adapted transportation for wheelchair users on a 24 by 7 basis. The taxi is a Renault Kangoo fitted with a kneeling system and space for one wheelchair user and 3 other passengers.

Maantjessteenweg 222, 2170 Merksem (Antwerp)

Tel: +32 (0)3 218 68 23 (from 8am to midnight, every day)

Mobile: +32 (0)475 68 09 95

Website: www.handi-trans.be, e-mail: info@handi-trans.be

Antwerp-Tax

Antwerp-Tax is a family business that offers a wide variety of transport services, including wheelchair transport. A Mercedes Benz minibus has been specially converted to transport wheelchair passengers. Electric wheelchairs can also be transported.

Karel Oomsstraat 14, 2018 Antwerp

Tel: +32 (0)3 238 38 38

Fax: +32 (0)3 248 06 59

Website: www.antwerp-tax.be, e-mail: info@antwerp-tax.be

DTM taxi

This transport firm is located in Deurne and also offers wheelchair transport. DTM taxi has 2 specially converted vehicles with hydraulic lifts. Reservation in advance is necessary.

Tel: +32 (0)3 366 66 66

Website: www.dtmtaxi.be, e-mail: info@dtmtaxi.be

If you are looking for a taxi in **Brussels**, you can contact one of the following taxi companies. Clearly state that you are a person with reduced mobility and that you are looking for special transport.

AUTOLUX on +32 (0)2 512 31 23

TAXIS BLEUS on +32 (0)2 268 00 00

TAXI CAPITAL on +32 (0)2 427 77 77

TAXIS UCCLOIS 2000 on +32 (0)2 374 20 20

TAXIS VERTS on +32 (0)2 349 49 49

UNITAX-BRABANT on +32 (0)2 725 25 25

A list of all taxi firms in Brussels with vehicles for persons with reduced mobility can be found at www.mobielbrussel.irisnet.be/articles/taxi/taxis-pbm.



Adapted Transport Services

An overview of the transport services offered in Flanders for mobility impaired persons can be found, together with all contact details at this website:

www.odav.be (Dutch only)

This is the overview:

Antwerp

Antwerpse Rolkar V.Z.W.

Adres: Prof. Vanden Wildenberglaan 2, 2100 Deurne

Tel: +32 (0)3 230 02 23

Fax: +32 (0)3 218 51 08

E-mail: Info@rolkar.be, boekingen@rolkar.be

Contact person: Ria Meert

www.rolkar.be

Handicar Zoersel V.Z.W.

Adres: Bethaniënlei 108, 2980 Zoersel

Tel: +32 (0)3 383 67 65

Fax: +32 (0)3 385 01 15

E-mail: handicarzoersel@pandora.be

Contact person: Walter Van Bouwel

www.handicarzoersel.be

OCMW Mechelen

Adres: Hanswijkstraat 66, 2800 Mechelen

Tel: +32 (0)15 41 45 98

E-mail: dav@ocmwmechelen.be

Contactpersonen: Luc Van Der Auwera

www.ocmwmechelen.be

Adapted transport service Brasschaat

Tel: +32 (0)3 653 04 05

Adapted transport service Brecht

Tel: +32 (0)3 330 11 61

Handicar Essen

Heuvelplein 23, 2910 Essen

Tel: +32 (0)3 670 01 30

E-mail: handicar@essen.be

Adapted transport service Kalmthout

Tel: +32 (0)3 666 70 62

Adapted transport service Kapellen

Tel: +32 (0)3 660 68 20

Adapted transport service Malle

Tel: +32 (0)3 310 05 11

Rolkar Rivierenland (Rupelstreek, Vaartland en Klein-Brabant)
Tel: +32 (0)3 843 39 12
E-mail: rolkar-rivierenland@swimsir.be

Adapted transport service Schilde
Tel: +32 (0)3 383 62 18

Handicar Schoten
Tel: +32 (0)3 646 52 98

Handicar Wuustwezel
Achter d'Hoven 63, 2990 Wuustwezel
Tel: +32 (0)3 633 08 88

FLEMISH-BRABANT

DAV Grimbergen
Adres: Grimbergsestwg 40, 1850 Grimbergen
Tel: +32 (0)2 270 94 36
Fax: +32 (0)2 270 15 45
E-mail: info@dav-grimbergen.net
Contact person: Miet Ringoot
www.eigenthuis.be/documents/vervoer.xml

DAV Mobiel Leuven-Hageland V.Z.W.
Adres: Vanden Tymplestraat 33, 3000 Leuven
Tel: +32 (0)16 20 53 83
Fax: +32 (0)16 65 28 47
E-mail Reserveringen: dispatching@mobi-el-dav.be
Contactpersonen: Wim Timmermans
www.mobi-el-dav.be

LIMBURG

VZW Zorgende Handen - SVHG
Adres: Koningin Astridlaan 32/2, 3500 Hasselt
Tel: +32 (0)11 29 10 44
E-mail: elkekuppens@svhg.be en ellycollas@svhg.be
Contact persons: Elke Kuppens en Elly Collas
www.zorgendehanden.be

DAV Leopoldsburg
Adres: De Wittelaan 4, 3970 Leopoldsburg
Tel: +32 (0)11 34 02 53 en +32 (0)11 34 02 55
E-mail: marijke.martens.ole@cipal.be
Contact person: Marijke Martens

EAST-FLANDERS

DAV Dendermonde-Wetteren

Adres: Kwatrechtsteenweg 168, 9230 Wetteren

Tel: +32 (0)9 272 52 50

E-mail: aangepastvervoer@sintlodewijk.org, katrien.truyen@sintlodewijk.org
en marie-ange.vangysegem@sintlodewijk.org

Contact persons: Katrien Truyen en Marie Ange Van Gysegem
www.sintlodewijk.be

Dienstencentrum Zonneheem Eeklo

Adres: Schietspoelstraat 9, 9900 Eeklo

Tel: +32 (0)9 377 02 46

Fax: +32 (0)9 378 42 40

E-mail: zonneheem@scarlet.be

Contact person: Carlo Roegies

www.zonneheem.be

OCMW Lokeren

Adres: Lepelstraat 4, 9160 Lokeren

Tel: +32 (0)9 340 86 68

Fax: +32 (0)9 378 86 27

E-mail: Karolien.Ringoot@ocmw.lokeren.be en

Nathalie.Pieters@ocmw.lokeren.be

Contact persons: Karolien Ringoot, Nathalie Pieters

WEST-FLANDERS

VZW Woon en Zorg H. Hart

Adres: Budastraat 30, 8500 Kortrijk

Tel: +32 (0)56 32 10 64

E-mail: vervoer@h-hart.be

Contact person: Mathieu Courtois

www.H-hart.be

MMC Oostende

Adres: Cirkelstraat 8, 8400 Oostende

Tel: +32 (0)59 55 40 50

Fax: +32 (0)59 55 40 97

E-mail: mmc.oostende@cm.be

Contact person: Tine Haeve

OCMW Ieper

Adres: Dikkebusseweg 15a, 8900 Ieper

Tel: +32 (0)57 23 94 90

Fax: +32 (0)57 46 95 09

E-mail: seniorenteam@skynet.be

Contact person: Maarten Willems

OCMW Menen

Adres: Noorderlaan 1/A000, 8930 Menen

Tel: +32 (0)56 52 72 62

E-mail: thuiszorg@menen.be
Contact person: Charlotte Leyn

BRUSSEL

DAV Sociaal Vervoer Brussel
Fontainasstraat 13/2

1060 Brussel

Tel.: +32 (0)2 534 27 54 or +32 (0)2 544 12 44 (reservations)

Fax: +32 (0)2 534 27 54

Website: www.svbtransport.be

E-mail: Administratie: svbpenninckx@yahoo.com - Reservations:
svb.reserv@yahoo.com

Contact person: Alex Penninckx – reservations: Marie-Paul Neels

Travelling by plane

Introduction

More and more airline companies and airports around the world provide special facilities for disabled passengers. Since 26 July 2008, all European airports must provide free assistance to passengers with a temporary or permanent disability. You are entitled to assistance from your point of arrival to the aircraft, even for connecting flights. Once you are on board, free assistance must be provided by the airline company. No extras are allowed to be charged for transporting wheelchairs or guide dogs. Guide dogs are allowed in the passenger area.

Refusing people due to a disability or reduced mobility is only possible in two cases:

- if an official law, decree or regulation exists
- if it is technically not possible to bring the passenger on board

In the event of a refusal, this must be justified clearly. In addition, airline companies must make every effort to find an acceptable solution, and if none can be found, they must refund any costs incurred.

The regulation also governs the transport of mobility accessories and compensation in the event of damage to these accessories. Staff are trained in co-operation with the local associations for the disabled.

You, as a passenger, are expected to notify your travel agent or airline company well in advance about what you need. The best time to do this is when you book your ticket so the travel agent can indicate the level of assistance using international codes (an overview can be found on the next page in this brochure). Make sure you arrive on time: 2 hours before departure, unless otherwise agreed. You may be requested to board the aircraft first and leave last. This means you will not be bothered by the other passengers.

In Belgium, this guideline is governed by the Directorate General for 'Aviation'.
CCN – 2nd floor
Vooruitgangstraat 80 Box 5
BE - 1030 Brussels
Tel. +32 (0)2 277 44 04 of +32 (0)2 277 44 05
Fax : +32 (0)2 277 42 58
passenger.rights@mobilit.fgov.be

Some general tips for plane travellers

- If you need assistance, notify your travel agent, tour operator or airline company well in advance. It is recommended you discuss this when you book your ticket.
- Also mention to your travel agent or the airline that you want to take mobility aids (for example a wheelchair), a guide dog or assistance dog.
- If you take an electric wheelchair, check the battery type. Wheelchairs with dry (gel) batteries generally do not pose any problems. Make sure that you can disconnect the batteries manually. You are not allowed to take spanners in your hand luggage so it's recommended to loosen the

bolts as soon as you arrive at the airport. You can put the spanner in your suitcase before checking in.

- If the wheelchair has wet batteries, some airlines may refuse them; others will require that you rent a special container for the batteries, to prevent leakage. Ask about this in advance.
- Special safety precautions also apply for air and oxygen bottles.
- The ban on fluids and sharp objects in hand luggage also applies for medication and syringes for example. If this is a problem for you, discuss this when booking your ticket and obtain a medical certificate (in English).

Assistance codes

The IATA travel association has a list of codes that makes it easy for you to indicate which kind of assistance you need. It is recommended that you know your own code and state this code when making reservations.

MAAS	Passenger needs assistance (general).
MEDA	Passenger is receiving medical treatment but has the permission of a doctor to travel.
STCR	Passenger can only be moved on a stretcher.
WCHR	Passenger uses a wheelchair or other aid outside the aircraft but can climb stairs and move around the aircraft on his own.
WCHS	Wheelchair user doesn't need a wheelchair in the aircraft but cannot climb stairs.
WCHC	Passenger can only move around in a wheelchair (inside and outside the aircraft).
BLND	Passenger is blind and requests assistance.
DEAF	Passenger is deaf and requests assistance.
DEAF/BLN D	Passenger is deaf and blind and requests assistance.
DPNA	Passenger has a learning disability and needs assistance.

Brussels Airlines offers a discount for blind and visually impaired persons.

The Federal Government Department for Social Security informed us that people travelling with SN Brussels Airlines can benefit from a 25% discount on the lowest available price for certain flights of this company:

- the "b.light" flights with destination or departure in Europe,
- the "economy" flights with destination or departure in Africa, Tel Aviv, Helsinki or Moscow.

To obtain this discount, the tickets must be reserved by phone and paid at the airport counter. You must also show your national discount card. Brussels Airlines will tell you by when the ticket has to be paid.

No discounts apply for:

- the "b.business" and "b.flex" flights, or the long distance flights of SN Brussels Airlines
- the flights of SN Brussels Airlines partner companies

If you are accompanied:

- your companion must buy a ticket at the normal rate
- your guide dog for the blind can travel for free.

For more information about travelling with a disability and Brussels Airlines, visit www.brusselsairlines.com/nl_be/my-travel/practical-information/Default.aspx?item=19960#piTitle

Airports

The main Belgian airports provide information for travellers with a disability. The general principles have been listed. Below you will find the specific arrangements for each airport.

→ Antwerp (Antwerp Airport)

All instructions for passengers with a disability can be found at www.antwerp-airport.be/contentpage_nl.php?p=passagiers.

We received the following information from their communication department:

- The car park is immediately adjacent to the airport building with reserved parking spaces at the entrance. Access via a ramp.
- Accessible toilet in the check-in zone.
- Travellers who require assistance can phone the airport on +32 (0)3 285 65 20.
- Discuss your request for assistance when you book your ticket so the airport is informed on time.

→ Charleroi-Gosselies (Brussels South Airport)

Arrangements for passengers with a disability can be found at <http://www.charleroi-airport.com/nl/passagiers/prm/index.html>. On the left of the page, click "Informations PMR" to display a page with more detailed information. The information is only available in French. These are the main points:

- Notify the airport, your travel agent or the airline when you book your flight (at least 48 hours before departure) about your request for assistance. Provide all the necessary information.
- Make sure you are at the airport 2 hours in advance (during the summer, it is recommended you arrive 3 hours in advance), and at the agreed meeting point, or at the information kiosk opposite the information counter in the departure hall. Report that you have arrived by pressing the button (on kiosk) or by phoning +32 (0)71 251 211. Keep your reservation number handy.
- If you come by car and you are the driver, park the car in the Express Parking. If another person can drive, it is better to get out in the drop-off zone (*dépose-minute*).
- The website also provides a form for requesting assistance and an overview of the distances and times for moving around between various

locations in the airport. You can also see some photos of the situation in the airport.

You can download the quality standards of the airport (in French) at:
<http://www.charleroi-airport.com/nl/passagiers/prm/charte-qualite/index.html>.

→ Liège (Liège Airport)

An introduction is available at www.liegeairport.com/nl/begeleiding.

Specific examples of services provided for passengers with a disability:

- In the car park and at the information desk there are contact points where the passenger can request assistance upon arrival.
- The assistance service arranges, among other things, transportation to the check-in counter, helps with checking in luggage and guidance to the gate. If necessary, you can be brought to your seat in the aircraft.
- In the airport there are lifts and wheelchairs provided. Lowered pavements, adapted toilets and signposting also ensure better accessibility.
- On arrival there is, among other things, help with collecting your luggage. Assistance is also available for passengers changing flights in Liege.

→ Ostend-Bruges (Ostend Airport)

An overview of the service for passengers with reduced mobility is available on www.ost.aero. Click English > Passenger > Practical information > PRM reduced mobility.

Specifics:

- Parking spaces

Persons with reduced mobility who travel to the airport in their own vehicle can leave their vehicle behind in the passenger car park immediately opposite the passenger building, for the duration of their trip or stay in the airport building. Spaces are provided specially for these visitors and these spaces are indicated with the official symbol for persons with reduced mobility. These spaces are located near the exit of the car park. Vehicles parked in these spaces must display the official disabled permit.

- Automatic doors - lift

The entrances to the passenger building open automatically and are wide enough to ensure that wheelchair users can enter the passenger building easily. The lift in the passenger building takes you to the 1st floor where you can take a smaller lift to access the Belair restaurant.

An additional document with information is available on the website.

→ Zaventem (Brussels Airport)

Information for travellers with a disability can be found at

www.brusselsairport.be > Passengers > Facilities > Reduced mobility.

- People with reduced mobility can use lifts, escalators, moving walkways and wide doorways to move about comfortably.
- Throughout the airport building, facilities for the disabled are clearly indicated. The standard international symbols are used.
- The entrances to the terminals open automatically and are wide enough to ensure that wheelchair users can easily reach the gates. Doors are marked with contrasting strips to make them more visible for the visually impaired.

- Lifts, escalators, moving walkways and slopes provide easy access to all levels in the airport for passengers with reduced mobility.
- The passenger lifts are spacious and suitable for wheelchair users.
- People with reduced mobility who are accompanied can also borrow a wheelchair at Brussels Airport. If you have a companion to push the wheelchair you can enjoy shopping or have something to eat or drink in the airport before your departure. The wheelchair can be left at the gate when it is time for the departure. When you arrive at Brussels Airport, several locations along the piers are provided where you can use a wheelchair to proceed to the exit.
- Passengers with reduced mobility who travel alone can obtain special assistance for moving around the airport. This service is provided by Axxicom Airport Caddy who ensure that the passenger in a wheelchair is brought to the gate. This service must be requested in advance through the airline (or your travel agent). They can also be contacted directly by calling: +32 (0) 2,753 22 12 51 – or e-mail: info-at-airportcaddy.be, website: www.airportcaddy.be
- If you bring and use your own collapsible or powered wheelchair you are requested to inform the travel agent or airline. Also ask them about special rules or arrangements that may apply. This is also the case for the destination airport.
- Parking: Car drivers dropping off or picking up passengers with reduced mobility to and from the airport, can park their vehicle near the airport building. The exact location is: the parking lane near entrance A of the arrival hall and the departure hall. The vehicle must, however, display the official disabled permit.
Disabled people who travel to the airport in their own car can leave their vehicle in the regular car parks for the duration of their trip. Reserved parking spaces are provided in these passenger car parks. These spaces are located as near as possible to the exits of the car parks. To park in these spaces, the vehicle must also display the official disabled permit.
- As a general rule, dogs are not allowed in the airport terminal building, however, assistance dogs are welcome at Brussels Airport.

Useful website

You can find more tips on the website www.flying-with-disability.org (in English). Your passenger rights and how to make a complaint are also discussed.

Motor homes

Borinrent

Verhuurder van mobilhomes.

Borinrent

Mechelsesteenweg 86

2840 Rumst

Tel: +32 (0)15 31 35 19

Fax: +32 (0)15 31 86 10

E-mail: info@borinrent.be

Website: www.borinrent.be

Maesss Motorhomes

Not a rental firm, but a manufacturer and repair service for motor homes.

Maesss Accesss provides conversions for the disabled.

Maes Motorhomes

Steenbrugstraat 114

Stasegem (Harelbeke)

Tel: +32 (0)56 22 51 44

Fax: +32 (0)56 21 61 31

E-mail: info@maesss.be

Website: www.maesss.be