**Information Checklist**

**Identifying existing accessible tourism products and services**

| **Information type** | **Checked** |
| --- | --- |
| **Search your own website** |  |
| **Search for AccessAble Guides in your destination**  [AccessAble](https://www.accessable.co.uk/pages/about) is an organisation which provides detailed Access Guides to help people decide whether a place is going to be accessible for them. AccessAble has surveyed 10,000s of venues across the UK and Ireland including shops, pubs, restaurants, cinemas, theatres, railway stations and hotels.  By entering a place, town or postcode in the ‘search’ function on the [AccessAble home page](https://www.accessable.co.uk/) you will be able to find venues across your region which have these guides. Providing a link to these will create an instant resource for prospective visitors to your destination. |  |
| **Search for third party accessible accommodation**  There are a number of ‘third party’ websites which offer the ability to search for accessible accommodation by region. These include:   * [Accessible Holiday Escapes](https://accessibleholidayescapes.co.uk/) * [Airbnb](https://www.airbnb.co.uk/) * [Able Magazine Travel Guide](https://ablemagazine.co.uk/articles/travel-guide/) * [Blue Badge Style](https://bluebadgestyle.com/) * [Ceiling Hoist Users Club](https://www.chuc.org.uk/index.php) * [Cottage Gems](https://www.cottagegems.com/england/disabled) * [Disabled Holidays](https://www.disabledholidays.com/) * [Disabled Access Holidays](https://www.disabledaccessholidays.com/disabled-holidays/accessible-holidays/UK.asp) * [Handpicked Cottages](https://www.handpickedcottages.co.uk/collections/accessible-cottages) * [Holidaycottages.co.uk](https://www.holidaycottages.co.uk/accessible) * [Pantou](https://pantou.org/) * [RightRooms](https://rightrooms.co/) * [Parkdean Resorts](https://www.parkdeanresorts.co.uk/holidays/wheelchair-friendly/) * [Rough Guide to Accessible Britain](https://www.motability.co.uk/news/rough-guide-to-accessible-britain/) * [Tourism for All Travel Planner](https://www.tourismforall.co.uk/accommodation) * [Youth Hostel Association](https://livemore.yha.org.uk/wheelchair-friendly-holidays-uk/). |  |
| **Look for accessibility information provided by transport companies**  Prospective visitors will want to know that accessible transport options are available to get them to, from and around your destination. A lack of suitable information may also impact on the wider region. For example, businesses may question investing in accessibility improvements if their target market is put off by a perceived lack of accessible public transport.  Look for accessibility information provided by Transport providers in your region such as:   * + Rail companies and railway stations   + Metro companies and metro stations   + Bus companies and bus stations   + Coach companies and coach stations   + Ports and ferry, hovercraft and cruise companies   + Taxi companies   + Accessible cycle hire   + Airports and passenger service companies   Where transport providers do not currently offer accessibility information, you can begin to work with them to help them provide it, highlighting the importance of offering this level of detail.  Some transport sectors provide useful guidance on welcoming travellers with accessibility requirements. Relevant information and links to these are provided below. | |
| **Trains** | |
| **Railway stations**  National Rail provides accessibility information for all 2,589 stations it serves. A search on the [Find A Station](https://www.nationalrail.co.uk/find-a-station/) page of their website enables users to find the stations they are travelling from and to. It provides information on travel assistance, meeting points, step-free access and accessible facilities.  Type in the name of the station you want to look at in the **"Enter station name or 3-character code"** box then click **Search**.   This will display a page showing three options in the navigation box on the left-hand side of the screen.   * **Station Overview** * **Accessibility Information** * **Plan a route**   At the bottom of the page you will find a button with takes you to a station map, along with a map providing information about onward travel.  Prospective visitors will want to know that accessible transport options are available to get them to, from and around your destination. A lack of suitable information may also impact on the wider region. Businesses, for example, may question investing in accessibility improvements if their target market is put off by a perceived lack of accessible public transport.  National Rail also provides an [Interactive Access Map](http://accessmap.nationalrail.co.uk/) for all its stations.  Links to Accessibility information provided by the Train Companies which serve rail stations in the UK is provided in the downloadable information checklist.   * [Avanti West Coast](https://www.avantiwestcoast.co.uk/travel-information/plan-your-journey/assisted-travel) * [C2C](https://www.c2c-online.co.uk/help-feedback/passenger-assist/) * [Chiltern Railways](https://www.chilternrailways.co.uk/before-you-travel/Assisted-Travel-Information) * [Cross Country Trains](https://www.crosscountrytrains.co.uk/customer-service/travel-assistance) * [EMR – East Midlands Railway](https://www.eastmidlandsrailway.co.uk/trains-stations/assisted-travel) * [Elizabeth Line - TFL](https://tfl.gov.uk/transport-accessibility/) * [Eurostar](https://www.eurostar.com/uk-en/travel-info/travel-planning/accessibility) * [Gatwick Express](https://www.gatwickexpress.com/travel-information/travel-help/assisted-travel) * [Grand Central](https://www.grandcentralrail.com/help/travel-assistance) * [Great Northern Rail](https://www.greatnorthernrail.com/travel-information/travel-help/assisted-travel) * [GWR - Great Western Railway](https://www.gwr.com/travel-information/passenger-assist) * [Greater Anglia](https://www.greateranglia.co.uk/travel-information/assisted-travel) * [Heathrow Express](https://www.heathrowexpress.com/the-onboard-experience/accessibility#/) * [Hull Trains](https://www.hulltrains.co.uk/support-and-contact/assisted-travel) * [Island Line](https://www.nationalrail.co.uk/stations_destinations/passenger_assistance.aspx) * [LNER – London North Eastern Railway](https://www.lner.co.uk/the-east-coast-experience/travel-tips/assisted-travel/) * [London North Western](https://www.londonnorthwesternrailway.co.uk/travel-information/accessible-travel) * [LUMO](https://www.lumo.co.uk/onboard/assisted-travel) * [Merseyrail](https://www.merseyrail.org/plan-your-journey/assisted-travel.aspx) * [Northern](https://northernrailway.force.com/s/article/Assisted-Travel-1) * [Scotrail](https://www.scotrail.co.uk/plan-your-journey/accessible-travel) * [South Western Railway](https://www.nationalrail.co.uk/stations_destinations/passenger_assistance.aspx) * [Southeastern](https://www.southeasternrailway.co.uk/travel-information/more-travel-help/accessible-travel) * [Southern](https://www.southernrailway.com/travel-information/travel-help/assisted-travel) * [Stansted Express](https://www.stanstedexpress.com/help/assisted-travel/) * [ThamesLink](https://www.thameslinkrailway.com/travel-information/travel-help/assisted-travel) * [TransPennine Express](https://www.tpexpress.co.uk/help/passenger-assist) * [Transport for Greater Manchester](https://tfgm.com/accessibility/guides) * [West Midlands Railway](https://www.westmidlandsrailway.co.uk/travel-information/accessible-travel) |  |
| **Passenger assistance on National Rail services** can be requested via the Transreport [smartphone app](https://passengerassistance.com/?utm_source=share&utm_medium=website&utm_campaign_papagetext) or [website](https://bookings.passengerassistance.com/?utm_source=share&utm_medium=website&utm_campaign_papage) which allows customers to:   * Request assistance for their rail journey in advance and up to two hours before they are scheduled to travel * Manage their customer profile * View their travel history * Browse rail journeys via the online journey planner. |  |
| Provide a link to the [Transreport App](https://www.nationalrail.co.uk/stations_destinations/passenger_assistance.aspx) to help visitors with accessibility requirements plan their visit with ease. |  |
| Disabled travellers can also [check whether their wheelchair or scooter will fit on a train](https://www.nationalrail.co.uk/stations_destinations/44969.aspx). |  |
| **Coaches** | |
| Provision for visitors with accessibility requirements will vary from company to company, as will the information they provide about it. An example of the type of accessibility information provided can be found on the [National Express website](https://www.nationalexpress.com/en/help/accessibility). |  |
| **Local Bus Service** | |
| Provision for visitors with accessibility requirement also varies on public buses. An example of the type of accessibility information provided by bus services can be found on the [Blackpool Transport website](https://www.blackpooltransport.com/accessibility-information).  Major national bus companies are:   * [Arriva](http://www.arrivabus.co.uk/help/customers-with-disabilities) * [First Bus](http://www.firstbus.co.uk/bus-accessibility) * [Go Northwest](http://www.gonorthwest.co.uk/accessibility/) * [Stagecoach](http://www.stagecoachbus.com/help-and-contact/faqs/im-disabled-how-do-i-find-out-if-i-can-use-the-bus) |  |
| **Ferries** | |
| A list of the main ferry companies operating in the UK is provided below, with links to relevant accessibility information:   * [P&O Ferries](https://www.poferries.com/en/accessibility) * [Stena Line](https://www.stenaline.co.uk/customer-service/pre-travel/are-the-ports-and-ferries-accessible-for-reduced-mobility-guests) * [DFDS](https://www.dfds.com/en-gb/passenger-ferries/passenger-information/information-for-disabled-passengers) * [Brittany Ferries](https://www.brittany-ferries.co.uk/information/travel-advice/disabled-passengers?error=login_required&state=2393bb6a-25f1-4124-9fbc-e14330c13825) * [Wightlink](https://www.wightlink.co.uk/tickets/accessible-travel) * [Red Funnel](https://www.redfunnel.co.uk/en/help/passenger-assistance/) * [Isle of Man Steam Packet Company](https://www.steam-packet.com/information/specialassistance#:~:text=Facilities%20On%20Board%20Our%20Vessels&text=Arrangements%20can%20be%20made%20for,all%20the%20main%20cabin%20areas.) * [Nexus Tyne and Wear](https://www.nexus.org.uk/ferry/safety-and-accessibility) * [Irish Ferries](https://www.irishferries.com/uk-en/frequently-asked-questions/top-10-faqs/reduced-mobility-and-special-needs/) * [Condor Ferries](https://www.condorferries.co.uk/ferry-routes-ports/plan-your-journey/travel-advice/disabled-facilities) * [Mersey Ferries](https://www.merseyferries.co.uk/about/accessibility-statement-for-mersey-ferries/) |  |
| **Canals and Riverboats** | |
| [Canal and Riverboats](https://canalrivertrust.org.uk/enjoy-the-waterways/boating/go-boating/boat-holidays-and-trips/accessible-boat-hire-and-trips) boat hire and [map](https://canalrivertrust.org.uk/enjoy-the-waterways/walking/accessibility-map)  The Canal and Riverboat trust care for a 2,000 mile-long network of canals and rivers, with accessible boat hire available. |  |
| **Hovercraft** | |
| [Hovertravel](https://www.hovertravel.co.uk/) operate a service between Portsmouth and the Isle of Wight. Their [HoverCare](https://www.hovertravel.co.uk/accessible-travel) service is for those passengers who need a little extra help and assistance. |  |
| **Blue badge parking** |  |
| Knowing that accessible parking is available is an important element of visit planning for many disabled motorists. You can look for this provision on various websites, including:   * + On your Local authority website   + On the [Blue Badge parking page of Gov.uk](https://www.gov.uk/where-registered-disabled-drivers-can-park)   + Via an internet search for Blue Badge Parking for key towns and popular locations with your destination   + Using the [Blue Badge Parking App](https://play.google.com/store/apps/details?id=com.nooriginalthought.bluebadgeparking&hl=en_GB&gl=US) on Apple or Google Play   + Searching on [Parkingforbluebadges.com](https://www.parkingforbluebadges.com/map-search/)   + Searching on [Bluebadgeparking.com](https://bluebadgeparking.com/view/53.213343%2C-1.676172%2C53.21431%2C-1.672508/road) |  |
| **Airports** | |
| For airports, the CAA provides a useful guide on accessibility:  [‘CAA guidance for airports on providing assistance to people with hidden disabilities](https://publicapps.caa.co.uk/docs/33/CAP%201411%20DEC16.pdf) |  |
| **Search for businesses which are part of recognised schemes e.g Autism friendly** | |
| Look for businesses who are part of membership schemes operated by organisations which support people with accessibility requirements. These include:   * + Autism Friendly: look for businesses which have the National Autistic Society ‘Autism Friendly’ Award   + Dementia Friendly: look for businesses which have the Alzheimer’s Society ‘Dementia Friendly’ award   Launched in May 2023 to support people living with dementia, and their carers, the Dementia Services Development Centre **(**DSDC) has launched [the Environments for Ageing and Dementia Design Assessment Tool (EADDAT)](https://www.dementia.stir.ac.uk/eaddat-getting-started). EADDAT can be used by pubs and restaurants to understand how their space can be more supportive for people living with dementia and, if necessary, make small adjustments that can make the environment more accommodating. It also has a self-certification scheme which can be promoted. |  |
| Identify businesses where dietary requirements are well catered for. Work with partners to identify these. An internet search for local venues should also yield this information. |  |
| **Search on websites which offer accessible tourism and activities** There are a number of websites which specialise in accessible tourism, providing information on accessible accommodation, things to do and food and drink. A search on these sites may yield further information on accessible tourism products in your region. These include: | |
| **Countryside**  [Countryfile Accessible Days Out](https://www.countryfile.com/go-outdoors/days-out/accessible-britain-guide-to-days-out-wildlife-experiences-and-walks/) – Accessible Wildlife Experiences and Walks [Wildlife Trusts](https://www.wildlifetrusts.org/visit/accessible-nature-reserves#:~:text=Scottish%20Wildlife%20Trust&text=The%20visitor%20centre%20and%20all,the%20visitor%20centre's%20opening%20hours.) – Accessible Nature Reserves  [Accessible Countryside for Everyone](http://www.accessiblecountryside.org.uk/east) – Accessible Outdoor activities [National Trust - Top Accessible Walks](https://www.nationaltrust.org.uk/visit/walking/accessible-walks-at-national-trust-places) – Accessible walks at the National Trust  [The Outdoor Guide](https://theoutdoorguide.co.uk/tog-friends/mobility-access-tog/) – A guide to accessible opportunities outdoors. |  |
| **Surfing, boating and sailing**  [Surfability](https://surfabilityukcic.org/) – Accessible Surfing around England’s coast  [Wetwheels Foundation](https://wetwheelsfoundation.org/) – Boating for disabled people [RYA Sailability](https://www.rya.org.uk/start-boating/sailability) – Sailing for disabled people |  |
| **Cycling** [Sustrans](https://www.sustrans.org.uk/about-us/paths-for-everyone/accessibility-on-the-national-cycle-network/) – Accessibility on the National Cycle network  [We Are Cycling](https://www.cyclinguk.org/community-outreach/inclusive-cycling-network) – Inclusive Cycling Hubs around the UK |  |
| **Outdoor Activities, Sport and Adventure**  [Access Adventures](https://www.accessadventures.co.uk/calendar) – Adaptive Adventure, Sport and Outdoor Activities |  |
| **Cultural Venues**  [VocalEyes](https://vocaleyes.co.uk/) – Audio description at cultural venues  [Accessible Screenings UK](https://accessiblescreeningsuk.co.uk/) – Accessible cinema screenings  [Dimensions](https://dimensions-uk.org/get-involved/campaigns/autism-friendly-cinema-screenings/) – Autism Friendly cinema screenings  [Access London Theatre](https://officiallondontheatre.com/access/)– Accessible West End Shows |  |
| **Search for past accessibility award winners**  There may be businesses who already have a great reputation for their accessibility, especially those who have won regional or national accessibility awards, such as the Accessible and Inclusive Tourism Award category in the [VisitEngland Awards For Excellence](https://www.visitbritain.org/business-advice/visitengland-awards-excellence). Whether they have won recently or in previous years, there is a good chance that applicants will still be committed to providing accessible and inclusive experiences. |  |
| **Look on websites which provide general Accessible Tourism information**  [Tourism For All](https://www.tourismforall.co.uk/) - Accommodation, Things to Do and Food and Drink.  [Euan's Guide](https://www.euansguide.com/get-involved/access-survey/) - Disabled access reviews across the UK  [Rough Guide to Accessible Britain](https://www.motability.co.uk/cs/accessible_guide/index.html#page=1) – Reviews of accessible days out by region.  [Accessible Great Days Out UK](https://access.great-days-out.co.uk/) – Accessible days out  [National Trust Access For Everyone](https://www.nationaltrust.org.uk/who-we-are/about-us/access-for-everyone) – National Trust accessibility information  [Your Local Council](https://www.gov.uk/find-local-council) – Additional accessible opportunities in your local area  [Simply Emma Accessible Travel Blog](https://www.simplyemma.co.uk/) – Accessible travel reviews and advice  [VisitEngland](https://www.visitengland.com/access-all) – Accessible activities in England  [Disability Horizons](https://disabilityhorizons.com/2016/08/10-accessible-days-across-uk/) – 10 accessible days out across the UK  [Disability Horizons](https://disabilityhorizons.com/2021/05/10-wheelchair-accessible-places-in-the-uk-to-visit-this-summer/) – 10 wheelchair accessible places to visit in the UK |  |
| **Search for accessible toilets and Changing Places Toilets** Knowing that there is a loo nearby, should you need one, is another important element when visit planning, particular if you require an accessible toilet or a [Changing Places toilet](https://www.changing-places.org/). These large, hygienic spaces are designed for the more than 250,000 people in the UK who need changing when they are out. Users will often plan days out around locations which have these. Some websites which may be useful are:  [Great British Toilet Map](https://www.toiletmap.org.uk/loos/7f4d2b5b607c2cb0f658b53f) – Public toilet locations with accessibility information [Flush Toilet App on the Apple App Store](https://apps.apple.com/us/app/flush-toilet-finder-map/id955254528) – Toilet finder App  [Flush Toilet App on Google Play](https://play.google.com/store/apps/details?id=toilet.samruston.com.toilet&hl=en_GB&gl=US&pli=1)  [Changing Places Toilets](https://www.changing-places.org/find) – Changing Places toilet finder  Information on accessible toilets and Changing Places toilets can usually be found on local and district council websites, as well as on Local Authority websites. |  |
| **Find local companies offering accessibility equipment hire and repair** | |
| Examples include:  [Shopmobility](https://www.shopmobilityuk.org/about-us/) – Regional wheelchair and mobility scooter hire  [Health Oxygen](https://healthoxygen.com/oxygen-equipment-rental-information/) – Oxygen equipment hire  [Clark and Partners](https://clarkshop.co.uk/) – Mobility equipment hire and repair |  |
| **Look for local medical services** |  |
| Examples include:   * + Late night pharmacies   + Medical Centres   + Hospitals |  |
| **Search relevant groups on social media**  There are a growing number of groups on social media e.g. Twitter and Facebook which are dedicated to accessible travel and activities. | |
| * Search on relevant social media pages for accessible tourism products and services in your destination |  |
| **Reach out to users of your website and social media**  Your visitors and local people with accessibility requirements will have first-hand knowledge of accessible products and services in your destination. Reaching out to them via social media can be an invaluable way of supporting access development across your destination. It can also be a good way to gather any general feedback they may have.  Creating a dialogue or ‘big conversation’ with people with accessibility requirements, shows that you are willing to listen. Sharing how you have acted on their suggestions demonstrates that you are learning and being proactive. | |
| Ask users of your website and social media for feedback to identify:   * any relevant accessibility information which could be useful in planning a visit and staying in your destination. * any information which they feel is out of date * any web links which are no longer working. * Ask for feedback and advice where any relevant access information could be added. |  |