



12D

# Planning a holiday

## Information for people with or affected by motor neurone disease

If you have MND, it is important that any break away from home meets your needs.

A holiday is a very personal decision based on likes and interests. It is best to start with some idea of the type of resort, destination and price range that appeals to you, rather than beginning your search based on accessibility. Many holiday choices can be made accessible to you with forward planning.

This information sheet looks at what you may wish to think about when planning a holiday, in the following sections:

- 1: What should I think about when booking a holiday?**
- 2: How can carers take a break?**
- 3: Can I get financial help towards a holiday?**
- 4: How do I find out more?**

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 This symbol is used to highlight **our other publications**. To find out how to access these, see *Further information* at the end of this sheet.

 This symbol is used to highlight **quotes** from other people with or affected by MND.



The MND Association has been certified as a producer of reliable health and social care information.

[www.england.nhs.uk/tis](http://www.england.nhs.uk/tis)

## 1: What should I think about when booking a holiday?

To get the most out of your holiday, it is worth getting advice from accessible travel specialists. Be completely honest about your disability and its effects, so they can help meet your needs.

 For information about accessible transport to get to your destination, see: Information sheet 12C - *Travel and transport*

Once the choice of holiday destination has been made, you can begin looking for accessible accommodation to suit your needs. Many self catering properties, hotels and guest houses have disabled facilities ranging from wet rooms to hoists. Make contact well in advance and again just before departure.

 *"Remember to compare costs and ensure services and providers understand how MND affects you."*

Even if the accommodation says it has access for wheelchairs, ask detailed questions to ensure it is suitable for you and your type of wheelchair. When booking, ask whether staff are able help with care, special diets and any other specific needs you may have.

### **What equipment should I take?**

If the equipment you need is not already available in the property, many places allow equipment to be rented.

Equipment can sometimes be arranged through the branch of the British Red Cross nearest your holiday destination. Check this out before you book your holiday.

### **What care will be available?**

Some holiday destinations offer care services. Alternatively you may wish to find a care worker who can assist you while away. You can source care workers through the Disabled Carers Directory. The Disability Aid Trust help towards the costs of care workers. See *Useful organisations* in section 4: *How do I find out more?* for contact details.

## Will medical staff abroad know about MND?

Wherever you travel, medical staff who are unfamiliar with your case or MND may not fully understand the impact of the disease. It is worth taking some useful key phrases and information about MND in the local language.



You may find the following resources helpful:

*Understanding my needs* – our 'patient passport' to help others understand your needs

*Introduction to MND* – an overview of MND, available in a selection of languages

## How do I choose a resort?

Whether in the UK or abroad, ensure the resort you are going to:

- is flat for easy access
- has ramps for wheelchairs, if required
- allows for easy access to disabled toilets.

If you are travelling to less developed countries, the facilities and accessibility may not be the same as you are used to, so double check that your requirements can be met. If you would like a resort to rent specialist equipment on your behalf, this needs to be discussed and booked well in advance.

It is also worth asking about additional services and support as some resorts may be able to offer the following:

- electric beds to alter your position (these are called profiling beds)
- bed rails
- room hoists or mobile hoists
- riser recliner chairs
- wheel-in shower chairs
- wet rooms with shower seats
- hoists for the swimming pool.

Some areas also have specialised beach wheelchairs. The local tourist information centre for the resort may be able to advise.

## Will I be able to go on a cruise?

Most holiday choices can be made accessible for people with disabilities, and a cruise is no exception. This can be a practical choice, as all of your facilities are in one place and you can visit several destinations, whilst only unpacking once.

Many cruise ships offer accessible facilities, such as wheelchair adapted cabins and level access wet rooms. Check with your travel operator to see what is available and whether specialist equipment can be arranged if needed.

You do need to consider the destinations the ship will visit, as it may be difficult to go ashore in some countries without proper docks. In these instances, you are often taken from ship-to-shore in boats, which may be difficult if you use a wheelchair.

It is worth checking which ports are accessible before you book. Most chartered cruise companies will have trained attendants on board who will be knowledgeable about the destinations to be visited.

## How can I make travel arrangements?

You may need assistance to travel, whether by:

- road
- rail
- air
- ferry.

It is always important to plan your travel ahead of time. Your travel operator will find it helpful if you give them at least 48 hours notice of any assistance you require.



For specific advice on how to reach your destination, see:  
Information sheet 12C – *Travel and transport*

For government information about accessible travel by road, air or train see their online guidance at: [www.gov.uk/transport-disabled](http://www.gov.uk/transport-disabled)

## Will I be able to get travel insurance?

Insurance can be difficult as some policies exclude people with certain conditions. It is always worth asking a company to clarify, as they may be able to provide a solution based on your needs. Your premium or excess is likely to cost more because of your diagnosis. Medical treatment is more expensive in some countries, so this may also increase the amount you pay.

Remember to obtain more than one travel insurance quote to compare costs and always read the policy document to check that MND is covered. If you are going abroad, check whether your insurance covers an unscheduled return flight in case you need to come back early.

Insurance companies can frequently change their offers, which makes it difficult to provide a list of those who support specific conditions. Our MND Connect helpline have contact details of companies who are currently known to support people with MND with holiday cover.

If you are taking any special equipment on your travels, this may get damaged, lost or stolen in transit and can be expensive to replace. You may wish to insure these items, or take out extra insurance for the period of the holiday.

You may also wish to apply for an E111 European Health Insurance Card which can be used to cover necessary medical treatment within the European Economic Area. This will only cover state-provided medical care which may be quite basic in some countries. Application forms are available from the Post Office, by telephone 0300 330 1350 or online at [www.nhs.uk/ehic](http://www.nhs.uk/ehic)



*“My wife made a daily diary of everywhere we went while abroad. When I became ill out there, the diary helped with the holiday insurance claim, making it easier to submit dates for hospital stays and expenses, with receipts attached.”*

## 2: How can carers take a break?

If you are a carer, you may need to take a break occasionally from the demands of caring. Your wellbeing matters too and it is important to recuperate if you feel tired or stressed. A holiday, or regular short breaks to go shopping or to meet friends, may help.

Government funding exists to help carers take a break, although this requires a carer's assessment to decide the appropriate level of support. This should take into consideration your health, work, leisure and other commitments. A needs assessment may also be needed for the person you support. This can help with arrangements for respite or replacement care that may be required. You can request these assessments from your local authority or, in Northern Ireland, your local health and social care trust.

You can read more about breaks for carers and respite care through the Carers Direct online service, search for *accessing respite care* at: [www.nhs.uk](http://www.nhs.uk)



For more information to help with the demands of caring see our publication: *Caring and MND: support for you*

### 3: Can I get financial help towards a holiday?

Financial constraints can make it difficult to have a holiday. There are some sources of funding that may help with the costs of your break.

Many people use local sources of funding. Local organisations also advise on financial help and offer support. Find your local branches using directory enquiries or search online. Some organisations that may be able to help you include:

- National Association of Citizens Advice Bureaux
- Benevolent charitable funds
- Family Holiday Association
- Rotary Clubs
- Round Tables
- Lions Associations.

If you wish to access funding support, it is important to look into this as early as possible. Organisations often have a limited time frame for applications each year, and receive many more applications than they can agree.

The MND Association may also be able to help towards the cost of a holiday. Contact your local branch for more information, or call MND Connect on 0808 802 6262. We also provide more information at: **[www.mndassociation.org/financialsupport](http://www.mndassociation.org/financialsupport)**

### 4: How do I find out more?

#### Useful organisations

We do not necessarily endorse any of the following organisations, but have included them to help you begin to search for further information.

The contact details are correct at the time of print, but may change between revisions. If you need help to find an organisation or have any questions, contact our MND Connect helpline (see *Further information* at the end of this sheet for details).

#### Accessatlast

Accessible travel, appropriate accommodation and services in the UK and abroad, with detailed reviews of accommodation facilities.

Address: 18 Hazel Grove, Tarleton, Preston, Lancashire PR4 6DQ

Telephone: 01772 814 555

Email: through website contact page

Website: **[www.accessatlast.com](http://www.accessatlast.com)**

### **Accessible Property Register**

Lists wheelchair accessible accommodation in the UK and abroad. Support may be available in some locations through their register of care agencies.

Telephone: 0203 086 7998  
Email: [info@accessible-property.org.uk](mailto:info@accessible-property.org.uk)  
Website: <http://accessible-property.org.uk>

### **Access Travel Ltd**

Wheelchair accessible holiday solutions for people with restricted mobility.

Address: 6 The Hillock, Astley, Manchester M29 7GW  
Telephone: 01942 888844  
Email: [office@access-travel.co.uk](mailto:office@access-travel.co.uk)  
Website: [www.access-travel.co.uk](http://www.access-travel.co.uk)

### **Automobile Association (AA)**

Information on AA inspected accommodation in Britain and Ireland.

Address: Contact Centre, Lambert House, Stockport Road, Cheadle SK8 2DY  
Telephone: 0800 26 20 50 (disability helpline)  
Text: 07860 027999  
Email: [customer.services@theaa.com](mailto:customer.services@theaa.com)  
Website: [www.theaa.com](http://www.theaa.com) and search for *Disabled Travellers' Guide*

### **Camping and Caravan Club**

Enables you to search for campsites and amenities in the UK and abroad.

Address: Greenfields House, Westwood Way, Coventry CV4 8JH  
Telephone: 024 7647 5448  
Email: through the website contact page  
Website: [www.campingandcaravanningclub.co.uk](http://www.campingandcaravanningclub.co.uk)

### **The Caravan Club**

Lists caravan parks. You can search for specific accessible facilities you may need.

Address: Wood Street, East Grinstead House, East Grinstead, W. Sussex RH19 1UA  
Telephone: 01342 326 944  
Email: [enquiries@caravanclub.co.uk](mailto:enquiries@caravanclub.co.uk)  
Website: [www.caravanclub.co.uk](http://www.caravanclub.co.uk)

### **Ceiling Hoist users Club**

Provides details of hotels, guest houses and other accommodation that contain a ceiling track hoist, in the UK and overseas.

Email: [admin@chuc.org.uk](mailto:admin@chuc.org.uk)  
Website: [www.chuc.org.uk](http://www.chuc.org.uk)

### **Direct Enquiries Ltd**

Provides a search facility to find out where accessible facilities can be found, eg accessible toilets.

Address: Amber House, Market Street, Bracknell, Berkshire RG12 1JB  
Telephone: 01344 360101  
Email: [customerservices@directenquiries.com](mailto:customerservices@directenquiries.com)  
Website: [www.directenquiries.com](http://www.directenquiries.com)

### **Disability Aid Trust**

Charity helping towards the cost of a volunteer helper for your holiday.

Address: Northchapel House, North Street, Horsham RH12 1RD  
Telephone: 0800 028 0647  
Email: [secretary@disabilityaidtrust.org.uk](mailto:secretary@disabilityaidtrust.org.uk)  
Website: [www.disabilityaidtrust.org.uk](http://www.disabilityaidtrust.org.uk)

### **Disabled Holiday Directory**

Helping people with disabilities to make holiday choices. Includes supported holidays.

Address: Albion house, 163-167 king Street, Dukinfield SK16 4LF  
Telephone: 01457 833 444  
Email: through contact page on website  
Website: [www.disabledholidays.com](http://www.disabledholidays.com)

### **Disabled Holiday Information**

Information on accessible holiday accommodation, attractions and activities.

Address: PO Box 186, Oswestry, Shropshire SY10 1AF  
Email: [info@disabledholidayinfo.org.uk](mailto:info@disabledholidayinfo.org.uk)  
Website: <http://disabledholidayinfo.org.uk>

### **Disaway Holidays**

Organises group holidays for physically disabled people.

Email: [lynnesimpkins@hotmail.com](mailto:lynnesimpkins@hotmail.com)  
Website: [www.disaway.co.uk](http://www.disaway.co.uk)

### **Enable Holidays**

Offers a tailor made service to include adapted cars and accessible accommodation.

Address: Arion Business Centre, Harriet house, 118 High Street, Erdington, Birmingham B23 6BG  
Telephone: 0871 222 4939  
Email: [info@enableholidays.com](mailto:info@enableholidays.com)  
Website: [www.enableholidays.com](http://www.enableholidays.com)

### **Family Holiday Association**

The charity that gives struggling families a break.

Address: 3 Gainsford Street, London SE1 2NE  
Telephone: 0203 117 0650  
Email: [info@familyholidayassociation.org.uk](mailto:info@familyholidayassociation.org.uk)  
Website: [www.familyholidayassociation.org.uk](http://www.familyholidayassociation.org.uk)

### **GOV.UK**

Online government advice on a variety of welfare topics.

Email: email addresses are provided on the website  
Website: [www.gov.uk](http://www.gov.uk)  
[www.nidirect.gov.uk](http://www.nidirect.gov.uk) (Northern Ireland)

### **Lions Clubs International**

Work to raise funds and make a difference to local communities.

Address: 257 Alcester Road South, Kings Heath, Birmingham B14 6DT  
Telephone: 0845 833 9502  
Email: [enquiries@lionsclubs.co](mailto:enquiries@lionsclubs.co)  
Website: <http://lionsclubs.co>

### **National Association of Citizens Advice Bureaux**

Help you to resolve legal, money and other problems through free, independent and confidential advice. Contact your local bureau for support.

Telephone: 03444 111 444 (for England, or contact your local CAB branch)  
03444 77 20 20 (for Wales)  
Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
[www.citizensadvice.org.uk/wales](http://www.citizensadvice.org.uk/wales) (for Wales)  
[www.citizensadvice.org.uk/nireland](http://www.citizensadvice.org.uk/nireland) (for Northern Ireland)

### **Queen Elizabeth's Foundation for Disabled People**

Has a fleet of wheelchair accessible vehicles available to hire for people with MND.

Address: QEF Mobility Services, 1 Metcalfe Avenue, Carshalton, Surrey SM5 4NW  
Telephone: 020 8770 1151  
Email: [mobility@qef.org.uk](mailto:mobility@qef.org.uk)  
Website: <http://qef.org.uk/our-services/qef-mobility-services/mnd-fleet-hire>

### **Revitalise**

Holidays for people with physical disabilities at purpose-built centres in England.

Address: 212 Business Design Centre, 52 Upper Street, London N1 0QH  
Telephone: 0303 303 0145  
Email: through website contact page  
Website: [www.revitalise.org.uk](http://www.revitalise.org.uk)

### **Rotary International in Great Britain and Ireland**

Local clubs raise funds for local good causes.

Address: Kinwarton Road, Alcester, Warwickshire B49 6PB

Telephone: 01789 765 411

Email: through website contact page

Website: [www.rotarygbi.org](http://www.rotarygbi.org)

### **Round Table**

Local clubs raise funds local charities and good causes through various events.

Address: Marchesi House, 4 Embassy Drive, Calthorpe Road, Edgbaston B15 1TP

Telephone: 0121 456 4402

Email: [hq@roundtable.org.uk](mailto:hq@roundtable.org.uk)

Website: [www.roundtable.co.uk](http://www.roundtable.co.uk)

### **Shopmobility**

Hire wheelchairs/scooters throughout the UK.

Telephone: 01933 229644

Email: [info@shopmobilityuk.org](mailto:info@shopmobilityuk.org)

Website: <http://nfsuk.org>

### **Tourism for All UK**

A national charity dedicated to making tourism welcoming to all.

Address: 7A Pixel Mill, 44 Appleby Road, Kendal, Cumbria LA9 6ES

Telephone: 0845 124 9971

Email: [info@tourismforall.org.uk](mailto:info@tourismforall.org.uk)

Website: [www.tourismforall.org.uk](http://www.tourismforall.org.uk)

### **Visit England**

Online information on travelling in England, including accessibility for disabilities.

Telephone: online only

Email: [info@enjoyengland.com](mailto:info@enjoyengland.com)

Website: [www.visitengland.com/plan-your-visit/access-all](http://www.visitengland.com/plan-your-visit/access-all)

## **Reference list**

References used to support this information are available on request from:

email: [infofeedback@mndassociation.org](mailto:infofeedback@mndassociation.org)

Or write to:

Information feedback, MND Association, PO Box 246, Northampton NN1 2PR

## Acknowledgements

Our thanks to Sue Napper, Founder and Project Manager for Disabled Holiday Info (DPI), for her assistance with this information.

## Further information

We provide other sheets related to this information:

8E - *Air travel and ventilation for motor neurone disease*

12A - *Driving*

12B - *Choosing the right vehicle*

12C - *Travel and transport*

We also provide the following guides:

*Living with motor neurone disease* – our main guide to MND and how to manage its impact

*Caring and MND: support for you* – comprehensive information for unpaid and family carers

*Caring and MND: quick guide* – the summary version of our information for carers

You can download most of our publications from our website at:

**[www.mndassociation.org/publications](http://www.mndassociation.org/publications)** or order in print from the MND Connect team, who can provide additional information and support:



### **MND Connect**

MND Association, PO Box 246, Northampton NN1 2PR

Telephone: 0808 802 6262

Email: [mndconnect@mndassociation.org](mailto:mndconnect@mndassociation.org)

### **MND Association website and online forum**

Website: [www.mndassociation.org](http://www.mndassociation.org)

Online forum: <http://forum.mndassociation.org> or through the website

## **We welcome your views**

Your feedback is really important to us, as it helps improve our information for the benefit of people living with MND and those who care for them.

If you would like to provide feedback on any of our information sheets, you can access an online form at: [www.surveymonkey.com/s/infosheets\\_1-25](http://www.surveymonkey.com/s/infosheets_1-25)

You can request a paper version of the form or provide feedback by email:  
[infofeedback@mndassociation.org](mailto:infofeedback@mndassociation.org)

Or write to:

Information feedback, MND Association, PO Box 246, Northampton NN1 2PR

Last revised: 04/16

Next review: 04/19

Version: 4