**Customer Care Form**

We want you to enjoy your Discover the World holiday to the full, and this involves successful travel arrangements. If you have a disability or medical condition requiring special travel, accommodation, dietary arrangements or specific needs for equipment, please complete this checklist at the time of making your enquiry. This form can be completed by you or by another person able to assist you. **Note:** Some airlines may require you to complete an additional medical clearance/request form (MEDIF); we will advise you if this is the case once your request has been submitted.

The information you provide will be treated confidentially and will be used only to check transport, accommodation and facilities in the destination are right for you. The questions in this document are therefore not meant to be intrusive; this form is designed to allow us to provide you with the best possible service. By completing and signing this form you are giving us consent to discuss your requirements with the relevant service providers.

It is essential that you inform us of your full requirements at the initial stages of your holiday enquiry. If your holiday is confirmed prior to us receiving full information from you, and we subsequently cannot make suitable arrangements, charges may be incurred for amending or cancelling your holiday arrangements.

Please feel free to get in touch with our office (contact details given on page 7) should you require any assistance or clarification in completing this form.

ABTA, The Travel Association and the Foreign & Commonwealth Office offer practical advice and information on their websites to help you plan and prepare for your trip, this can be found at –

[www.abta.com/accessible-travel](http://www.abta.com/accessible-travel) and [www.gov.uk/guidance/foreign-travel-for-disabled-people](http://www.gov.uk/guidance/foreign-travel-for-disabled-people)

While we will try to ensure your special requests or needs are met, it is important to remember that they cannot be guaranteed, for reasons outside of our control. Any extra charges incurred as a result of such requests will be passed on to you. If you have any pre-existing medical condition or are taking medical equipment with you, you must declare this to your travel insurer to ensure you, and any medical items you are taking with you, are fully covered. Some standard policies may not offer sufficient cover for people travelling with mobility equipment, check if these items may be covered under your household policy.

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| Leading Booking Name: | |  | | | | | |
| Your name (if different from the booking name: | |  | | | | | |
| Quote or Booking Ref: | |  | | | | | |
| Departure Date: | |  | | | | | |
| Daytime telephone no: | |  | | | | | |
| Email: | |  | | | | | |
| Emergency contact: | | Name: | |  | | | |
| Relationship: |  | Telephone No: | |  | | | |
| **Please confirm you or anyone who may be affected by your policy has notified your travel insurance company of any pre-existing medical conditions and have obtained full cover.** | | | | | | YES | NO |
| Name of Insurer: |  | | Policy No: | |  | | |

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| --- | --- | --- | --- | --- | --- |
| General Information | | | | | |
| How would you describe your disability? | | | | | |
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| What is the medical term for your disability/special needs? | | | | | |
|  | | | | | |
| Have you ever had an operation, stroke, heart condition, angina, high blood pressure, blood clot or brain haemorrhage? If so, when did it occur? | | | | | |
|  | | | | | |
| If Yes, have these conditions been notified to your travel insurer? | YES | | | | NO |
| Getting Around | | | | | |
| Can you walk or travel on your own without assistance, taking into consideration long distances at airports etc? If NO, provide details below. | | YES | | NO | |
|  | | | | | |
| Can you walk or travel on your own to an unfamiliar place without assistance? | | | YES | | NO |
| Do you use or need a wheelchair when travelling (If NO, move to question 13 ) | | | YES | | NO |
| If YES, will you be taking your own wheelchair? (If NO, move to question 13 ) | | | YES | | NO |
| Is it collapsible? | | | YES | | NO |
| Is it battery powered? | | | YES | | NO |
| Is it dry or wet cell? | | | DRY | | WET |

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| NOTE: *The airline will need to know the type of battery fitted to the wheelchair to ensure the safety of the flight. You should remove the control box and carry it in your hand luggage to avoid any risk of it being lost or damaged*. | | | | | | | | | | | | | | | | | | | | | | | | | |
| Please provide the dimensions of your wheelchair: | | | | | | | | | | | | | | | | | | | | | | | | | |
| OPEN: | | Width: | | | | | Height: | | | | | Depth: | | | | | | | | | | | | | |
| FOLDED: | | Width: | | | | | Height: | | | | | Depth: | | | | | | | | | | | | | |
|  | | Weight: | | | | |  | | | | |  | | | | | | | | | | | | | |
| Do you need the use of a wheelchair to and from the aircraft or ship? | | | | | | | | | | | | | | | | YES | | | | | | NO | | | |
| Can you walk up and down the aircraft steps or ship gangway without assistance? Note: some steps can be steep with narrow treads. | | | | | | | | | | | | | | | | YES | | | | | | NO | | | |
| Can you make your own way to the aircraft seat? | | | | | | | | | | | | | | | | YES | | | | | | NO | | | |
| Do you require a wheelchair to visit the WC on board the aircraft? | | | | | | | | | | | | | | | | YES | | | | | | NO | | | |
| **Note:** *There are a number of activities that cabin crew cannot assist you with. If you are unable to do these on your own, you may be required to travel with a companion who can help you.* | | | | | | | | | | | | | | | | | | | | | | | | | |
| Can you alight and disembark a standard coach or minibus without additional assistance other than from any companion you may be travelling with? Bear in mind some buses and coaches may have steep steps. | | | | | | | | | | | | | | | | YES | | | | | | | | NO | |
| **Note:** *If No, it may be necessary to arrange alternative/private transfers, which will be at your own expense and in some cases it may be necessary to arrange this yourself locally on arrival.*  *It is not always possible to pre-arrange airport buggies, this service can be requested at check-in by the person who needs assistance, but will be subject to availability and be guaranteed.* | | | | | | | | | | | | | | | | | | | | | | | | | |
| Getting Access to Information | | | | | | | | | | | | | | | | | | | | | | | | | |
| Would it be difficult for you to see, hear or understand important information, for example, flight departure information or information about what to do in an emergency? | | | | | | | | | | | | | | | | YES | | | | | | NO | | | |
| **Note:** *Some routine flight departure information may not be announced over loudspeakers and may only appear on a television screen. On some aircraft the in-flight safety card or demonstration may not be accompanied by a full spoken explanation*. | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. If Yes, what is the best alternative format for you to receive printed or visual information? | | | | | | | | | | | | | | | Printed | | | | Visual | | | | | | |
| Travel by air, coach, ferry or cruise ship | | | | | | | | | | | | | | | | | | | | | | | | | |
| Are you travelling with someone who will provide all the assistance you will need getting around, in and out of buildings, aircraft, coaches etc? | | | | | | | | | | | | | | | | | | YES | | | | | NO | | |
| **NOTE:** *If you are travelling with people who can and will provide you with assistance, there may not be a need to notify our suppliers. However, bear in mind if you do need assistance doing any of the following, the airline/ship will insist on you travelling with a companion who can assist you.* | | | | | | | | | | | | | | | | | | | | | | | | | |
| Breathe without supplementary oxygen | | | | | | | | | | | | | | | | | YES | | | | | NO | | | |
| Feed yourself? | | | | | | | | | | | | | | | | | YES | | | | | NO | | | |
| Get to and from and use the toilet facilities on your own? | | | | | | | | | | | | | | | | | YES | | | | | NO | | | |
| Lift yourself in and out of your seat? | | | | | | | | | | | | | | | | | YES | | | | | NO | | | |
| Administer your own medication? | | | | | | | | | | | | | | | | | YES | | | | | NO | | | |
| Use emergency exits / escape routes in an emergency? | | | | | | | | | | | | | | | | | YES | | | | | NO | | | |
| If you have answered No to any of these, will you be travelling with someone who will assist you in these situations? | | | | | | | | | | | | | | | | | YES | | | | | NO | | | |
| Would it be best for you to sit near to the WC? | | | | | | | | | | | | | | | | | YES | | | | | NO | | | |
| Would it be best for you to have an aisle seat? | | | | | | | | | | | | | | | | | YES | | | | | NO | | | |
| 1. Will you need to consider purchasing an additional airline seat for personal comfort? | | | | | | | | | | | | | | | | | YES | | | | NO | | | | |
| **Note:** See the following information [www.gov.uk/transport-disabled](http://www.gov.uk/transport-disabled)  *When travelling by air, information must be provided to the airline at least 48 hours before travel. In order to make any arrangements throughout your holiday, this information must be passed to us as soon as possible. If you do not provide information in sufficient time, you risk not receiving the help you need, and may be unable to board the plane. If you have a medical condition, the airline may require medical clearance before allowing you to travel. Please see the previous section of this form for further details.*  *Airline safety regulations do not allow seats in the aisles adjacent to the emergency exits to be allocated to passengers who may be infirm or who have a medical/mobility condition that restricts their movement. These seats are usually allocated at check-in by airline staff on the day of departure. Airlines make all reasonable efforts to arrange seating to meet your disability needs however this is on request and subject to safety requirements and availability. Specific seats cannot be guaranteed and seats will usually only be allocated at check-in by the airline.* | | | | | | | | | | | | | | | | | | | | | | | | | |
| Medication | | | | | | | | | | | | | | | | | | | | | | | | | |
| Will you be taking medication with you? If Yes, provide details below and see the important information. | | | | | | | | | | | | | | | | | YES | | | | | NO | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Important Information**  International rules for carrying medicines vary from country to country and some medications that are legal in the UK may be prohibited in other countries. In some cases certain medicines cannot be imported or require official document such as a doctor’s letter, to prove that the drugs have been prescribed by a doctor and obtained legally. The National Health Network and Centre (NaTHNac) has produced a fact sheet to assist travellers who need to carry medication.  [www.travelhealthpro.org.uk/factsheet/43/medicines-abroad](http://www.travelhealthpro.org.uk/factsheet/43/medicines-abroad). If you need to travel with medication you should contact the Embassy or High Commission of all destinations to be visited to check medication transportation rules before travel.  **Note:** *Gels, liquids and medication requiring needles to administer may be subject to additional security restrictions, particularly at airports. If you need to carry liquid medicines or medical equipment in your hand luggage, you will need a letter from your doctor to show at security if required. Your doctor may charge for this letter. Ensure you take sufficient quantity of any medication to last the duration of your trip. We strongly advise where possible that you carry a supply, clearly-labelled, in your hand-luggage (subject to airport restrictions) in the event your checked-in luggage should be delayed.* | | | | | | | | | | | | | | | | | | | | | | | | | |
| Are you taking any medical or other equipment with you? If Yes, provide details below. | | | | | | | | | | | | | | | | | YES | | | | | NO | | | |
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| **Note:** *You should check directly with the airline you are travelling with if there is any restriction on mobility aids that exceed your normal baggage allowance (either in weight or dimension).* | | | | | | | | | | | | | | | | | | | | | | | | | |
| Are you asthmatic or do you have any other breathing difficulties? If Yes, provide details below. | | | | | | | | | | | | | | | | | YES | | | | | NO | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | |
| Are you likely to require supplementary oxygen? | | | | | | | | | | | | | | | | | YES | | | | | NO | | | |
| **Note:** *Supplementary oxygen is unavailable from some airlines, whilst with others it can cost in excess of £200. Should you need to arrange extra oxygen please contact your airline directly for further details and to make arrangements for this and any additional payment. If you require any further assistance, we will try our best to help.* | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. Are you travelling with any kind of assistance dog? | | | | | | | | | | | | | | | | YES | | | | | | NO | | | |
| **Note:** *You must make sure that the dog has been micro-chipped, processed and immunised against rabies in accordance with the Pet Travel Scheme – check with the Guide Dogs for the Blind Association, telephone 0118 983 5555. A guide is available for download at* [*www.gdba.org.uk*](http://www.gdba.org.uk)*.*  *Any holiday arrangements for passengers intending to travel with an assistance dog will depend on the policies of individual airlines/transport and accommodation providers.* | | | | | | | | | | | | | | | | | | | | | | | | | |
| Accommodation | | | | | | | | | | | | | | | | | | | | | | | | | |
| Can you walk up/down stairs unaided? **Note:** *Porterage or assistance with luggage may not always be offered/ available.* | | | | | | | | | | | | | | | | | YES | | | | | NO | | | |
| Please indicate which of the following best applies to you: | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | All or most of the time | |  | | | Some of the time | |  | | | Occasionally | | | | | | | | |  | | | | |
| How many steps at one time can you cope with unaided? | | | | | | | | | | | | | | | | |  | | | | | | | | |
| Would you prefer a ground floor room, or on a particular deck, or a room/cabin near a lift (if applicable and available)? | | | | | | | | | | | | | | | | | YES | | | | | NO | | | |
| If available, do you require an accessible room for disabled guests? | | | | | | | | | | | | | | | | | YES | | | | | NO | | | |
| **Note:** *Even in rooms designated as accessible, facilities will vary and may not be entirely practical in design or functionality and the adaptations may be minimal, albeit slightly better than a non-adapted room.* ***If any particular adaption is essential to you, please detail it here so that the necessary enquiries can be made****.* | | | | | | | | | | | | | | | | | | | | | | | | | |
| If travelling with your own wheelchair, what would be the minimum door width? | | | | | | | | | | | | | | | | |  | | | | | | | | |
| Are you taking medication that needs to be stored in a fridge? | | | | | | | | | | | | | | | | | YES | | | | | | | NO | |
| **Note:** *Unless a mini fridge is already a facility of your hotel room, it may be necessary for the hotel to store any medication for you, but bear in mind how easily this can then be accessed.* | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meals | | | | | | | | | | | | | | | | | | | | | | | | | |
| Do you have any dietary requirements for medical reasons? If Yes, provide details below. | | | | | | | | | | | | | | | | | YES | | | | | | | NO | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Note:** *Even nowadays basic well known dietary requirements (such as vegetarian, gluten free) are often misunderstood and seldom catered for adequately, despite the best intentions and assurances from hoteliers and restaurateurs. We cannot accept detailed lists of specific dietary or food preparation requests. Your requirements should also be discussed further directly with the restaurant/ hotel/airline staff by you on arrival. Whilst every effort will be made to accommodate your requirements, neither we nor our suppliers can accept any liability* *for non-provision.* | | | | | | | | | | | | | | | | | | | | | | | | | |
| Additional Information | | | | | | | | | | | | | | | | | | | | | | | | | |
| In this section, please detail *any other information* that has not already been covered in the above sections, which may be relevant to your holiday and travel arrangements, or which you feel we should be aware of. Please bear in mind that if you do not mention anything now that you later feel is relevant, this may mean that changes need to be made to your travel arrangements for which additional charges may be payable.  *If there is nothing further to advise, please state N/A* | | | | | | | | | | | | | | | | | | | | | | | | | |
| Important Customer Information | | | | | | | | | | | | | | | | | | | | | | | | | |
| This information will be passed on to your travel suppliers, who will do their best to meet your needs. However, it is very important to remember the following:Meeting your needs cannot always be guaranteed. For example, aircraft, coaches and other elements of your travel may need to be substituted without prior notification due to unforeseen circumstances (e.g. breakdown, cancellation or non-availability of accommodation).Safety and security restrictions may mean you are limited in what you can take on board the aircraft with you. To ensure you get the right service at the airport the airline must be told of your needs for assistance at least 48 hours before you board (or even further in advance in case medical clearance is needed). | | | | | | | | | | | | | | | | | | | | | | | | | |
| Make sure your travel insurance policy adequately covers any pre-existing medical conditions and expensive equipment you may be taking . Mobile and other equipment will be classified as baggage and is subject to legal limits on compensation you may claim for in the event of damage or loss. This may not, however, be adequate to replace missing items, therefore, insurance cover for your important and valuable equipment is crucial, as is the need in plan in case items are lost or delayed. It is import ant to read the ABTA and Foreign and Commonwealth Office information at [www.abta.com/accessible-travel](http://www.abta.com/accessible-travel) and [www.gov.uk/guidance/foreign-travel-for-disabled-people](http://www.gov.uk/guidance/foreign-travel-for-disabled-people)  Any change in your requirements may affect the suitability of the travel arrangements you have made. It is important to notify us of any changes in your circumstances at the earliest opportunity. | | | | | | | | | | | | | | | | | | | | | | | | | |
| Declaration | | | | | | | | | | | | | | | | | | | | | | | | | |
| I confirm that the information given on this form is correct and understand that there is no guarantee that all these needs will be met. I confirm that I am not travelling against any medical advice. I also understand that this information will only be passed on as necessary to those people responsible for supplying the arrangements for my travel. Please note that third party suppliers overseas are not governed by UK Data Protection Laws. | | | | | | | | | | | | | | | | | | | | | | | | | |
| Customer Signature: | | | |  | | | | | Date: | | | |  | | | | | | | | | | | | |
| If you are answering the above questions on behalf of the person requiring assistance, please sign below to confirm that this information is accurate and that you have the person’s permission to pass it on to us and our suppliers for the purpose of making travel arrangements. | | | | | | | | | | | | | | | | | | | | | | | | | |
| Signature:  (I am over 18 years of age) | | | | |  | | | | | Date: | | | |  | | | | | | | | | | | |
|  | | | | |  | | | | |  | | | |  | | | | | | | | | | | |
| Please return this form to:  By Post (recorded delivery) Discover the World Limited, 2nd Floor, One Dorking Office Park,  Station road, Dorking, Surrey, RH4 1HJ  By Email: [travel@discover-the-world.co.uk](mailto:travel@discover-the-world.co.uk)  **Note:** Completed forms should be returned to us as soon as possible and ideally at the initial stage of enquiry. Late or incomplete forms will delay processing and may jeopardise the success/suitability of your travel arrangements.  Full details of our Privacy Policy can be found on our website – [www.discover-the-world.co.uk/privacy-policy](http://www.discover-the-world.co.uk/privacy-policy). This Privacy Policy describes how we treat the personal information you provide to us (online, via phone, text, email, letters and other correspondence) when you use Discover the World’s products and services, why we collect it and how we use it to improve your experience. | | | | | | | | | | | | | | | | | | | | | | | | | |

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