

June  
2011

# Getting About Guide

## Rushmoor and Hart



Travel information for older  
and disabled people

[www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)



Hampshire  
County Council

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# Getting About Guide

## 2011 edition

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Rushmoor and Hart

# How to use this guide

This guide aims to help older and disabled people use the transport services available in Rushmoor and Hart and the surrounding area more easily. It provides information on both public and voluntary transport services.

The guide is in three sections:

- Section one covers each type of transport available.
- Section two explains what help you may get towards travel costs.
- Section three provides contact numbers and web addresses for organisations which may be able to advise you and a list of useful publications.

The guide is part of a series which covers the whole of Hampshire. To order guides to other areas, please use the contact details on the inside cover.

The guide was believed to be correct at the time of going to print, but inevitably details change. If you become aware of any errors or omissions, or generally have any comments on how this guide may be improved, then please use the contact details on the inside cover.

We hope this guide will help you to get about!

**Copies of this guide are also available in large print and on audio cassette.**



[www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)

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# Transport services available

## Travelling by bus

Buses in Rushmoor and Hart are operated by several companies. Some are under contract to Hampshire County Council. Contracted services are usually those in the more rural areas, or in towns on evenings and at weekends.

Drivers are not normally allowed to leave their seats to assist passengers. The driver will not pull away until you are seated comfortably.

Don't forget that concessionary fares are available for older and disabled people to use on the buses. See page 39 for further information.

You may like to use Traveline to plan your journey. Traveline is a public transport information service for all public transport journeys, including national rail, coach, and local bus. To use the service, visit the website [www.traveline.info](http://www.traveline.info) or ring 08712 002233. Calls cost 10p per minute plus network charges.

You can find details of bus routes and frequencies in Hampshire County Council's 'Bus and Train Travel Guides' see page 50 for further information. Alternatively, you can get timetable information from the bus companies operating in Rushmoor and Hart. These are listed on the next page.

Services available



## Bus companies operating in Rushmoor and Hart

<b>Arriva serving Surrey and West Sussex</b>	08712 002233
<b>Countryliner</b>	08444 771623
<b>First in Berkshire</b>	01224 650100
<b>National Express</b> <a href="http://www.nationalexpress.com">www.nationalexpress.com</a>	08717 818179
<b>Stagecoach</b> <a href="http://www.stagecoachbus.com">www.stagecoachbus.com</a>	08712 002233
<b>National Express Railair</b>	08717 818181

## Travelling by train

If you are a wheelchair user or need assistance, you should plan and book your rail journey at least 24 hours in advance. When you book, you will need to provide the following information:

- train departure date and time.
- destination and any station where you need to change trains.
- class of travel (standard or first class).
- whether you want a seat near the window or corridor.
- the nature of your disability.
- how you will travel to and from stations.

And most importantly;

- what assistance or equipment (such as ramps) you need.
- which station you are getting off at.



Assistance can be provided at most stations, and staff can arrange for you to sit near the door so that you will not have far to get to the toilet or when you leave the train.

You can book journeys from stations in Rushmoor and Hart through the South West Trains Assisted Travel Line, or by telephoning your local train operator (call National Rail Enquiries for the number). You can also get train times and ticket prices from South West Trains website. You can book tickets by credit or debit cards but need to allow several days for the tickets to be sent out by post.

Tickets can be purchased in person at staffed train stations. At times when stations are unstaffed, you must buy a ticket on the train at the earliest opportunity.

### **Railcards and concessionary fares**

A range of concessions and railcards are available to older, disabled and partially-sighted people – see page 40 for further information.

### **South West Trains Assisted Travel:**

Telephone: 08456 000650 Textphone: 08006 920792

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

### **National Rail Enquiries:**

Telephone: 08457 484950 Textphone: 08456 050600

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

The 'Stations & On Train' tab on our website [www.nationalrail.co.uk](http://www.nationalrail.co.uk) will allow you access to invaluable information on station layout, including site plans, car parks, ramps, access, toilets, onward travel & taxi services, all this to help you on planning your journey, and we trust this gives you an opportunity to see how easy or difficult it may be to use a particular station.



## Scooter Users

For scooter users to use their scooter on South West Trains, the scooter must meet certain standards of manoeuvrability, size and stability. Therefore South West Trains require scooter users to send in details of their scooter so they can be assessed. A permit to travel, known as a Scooter Card, can be issued. For safety reasons, only passengers who hold a Scooter Card will be allowed to bring their scooter onto South West Trains services. If you would like to apply for a Scooter Card, please contact the South West Trains Assisted Travel Line (number below).

## Stations

Details of access to each station in the Rushmoor and Hart area, along with the larger stations outside the district, are given on the following pages.

**Where platforms are accessible 'by arrangement', you should phone the South West Trains' Assisted Travel Line on 08456 000650 (for First Great Western stations, call First Great Western Assisted Travel line on Tel 08001 971329 or Textphone 08002 949209). They can ensure that arrangements are made for you.**

## Stations services and facilities

See information about a National Rail station's facilities using the full or partial station name or its 3-character code listed after each station name at [nationalrail.co.uk](http://nationalrail.co.uk).



## Aldershot Station (AHT)

<b>location:</b>	Station Road, Aldershot.
<b>wheelchair access:</b>	Platform One is accessible to wheelchair users. Step-free access is only available by arrangement to Platforms Two/Three when accompanied by staff over the barrow-crossing. Please allow 15 minutes to transfer.
<b>disabled parking:</b>	2 spaces.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes, and wheelchair accessible toilets.
<b>waiting rooms:</b>	Yes.
<b>hearing loop:</b>	Yes.

## Alton Station (AON)

<b>location:</b>	Station Road.
<b>wheelchair access:</b>	Platform One has step free access. Platform Two has access 'by arrangement' via a track crossing point at some times and with staff assistance. Watercress Line services depart from Platform Three which is accessible 'by arrangement' at some times via the track crossing with staff assistance.
<b>disabled parking:</b>	4 spaces.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes, but no wheelchair accessible toilets available.
<b>waiting room:</b>	Yes.
<b>hearing loop:</b>	Yes.

Services available



### Ash Station (ASH)

<b>location:</b>	Station Road, off Guildford Road, Aldershot.
<b>wheelchair access:</b>	Both platforms have step free access.
<b>disabled parking:</b>	1 space (charges apply for all vehicles).
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	No.
<b>waiting rooms:</b>	Yes.
<b>hearing loop:</b>	Yes.

### Ash Vale Station (AHV)

<b>location:</b>	Station Approach, Ash Vale.
<b>wheelchair access:</b>	None – Steps to every platform.
<b>disabled parking:</b>	No.
<b>parking charge:</b>	No car park.
<b>toilets:</b>	Yes.
<b>waiting rooms:</b>	No.
<b>hearing loop:</b>	Yes.

### Basingstoke Station (BSK)

<b>location:</b>	Alencon Link, Basingstoke.
<b>wheelchair access:</b>	Fully accessible.
<b>disabled parking:</b>	4 spaces.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes, and wheelchair accessible toilets.
<b>waiting rooms:</b>	Yes.
<b>hearing loop:</b>	Yes.



### Bentley Station (BTY)

<b>location:</b>	Station Road, Bentley.
<b>wheelchair access:</b>	Bentley is inaccessible to wheelchair users.
<b>disabled parking:</b>	No.
<b>parking charge:</b>	2 spaces (charges apply for all vehicles).
<b>toilets:</b>	Yes.
<b>waiting room:</b>	Yes.
<b>hearing loop:</b>	Yes.

### Blackwater Station - First Great Western (BAW)

<b>location:</b>	London Road, Blackwater.
<b>wheelchair access:</b>	Level access from highway to both platforms but inter platform access only available via extended highway route (approx 350 metres). No footbridge.
<b>disabled parking:</b>	No.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	No.
<b>waiting rooms:</b>	Shelter available on both platforms.
<b>hearing loop:</b>	No.

### Camberley Station (CAM)

<b>location:</b>	Station Approach, Camberley.
<b>wheelchair access:</b>	Platform One and Two are fully accessible. Interchange between platforms is by either a 50 step footbridge or a level crossing situated at the end of the platforms.
<b>disabled parking:</b>	3 spaces.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes, but no wheelchair accessible toilets available.
<b>waiting rooms:</b>	Yes.
<b>hearing loop:</b>	Yes.

services available



### Crowthorne Station - First Great Western (CRN)

<b>location:</b>	Dukes Ride, Crowthorne.
<b>wheelchair access:</b>	Step free access to both platforms but some highway restrictions to inter platform access. No footbridge.
<b>disabled parking:</b>	Yes.
<b>parking charge:</b>	Free for blue badge holders.
<b>toilets:</b>	No.
<b>waiting room:</b>	No.
<b>hearing loop:</b>	No.

### Farnborough Main Station (FNB)

<b>location:</b>	Farnborough Road, Farnborough.
<b>wheelchair access:</b>	Platform One (Londonbound) is inaccessible to wheelchair users. Platform Two - level access from car park. Interchange - there is no step free interchange between platforms at Farnborough, passengers must use the 48 stepped footbridge.
<b>disabled parking:</b>	6 spaces.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes, and wheelchair accessible toilets.
<b>waiting rooms:</b>	No.
<b>hearing loop:</b>	Yes.

### Farnborough North Station - First Great Western (FNN)

<b>location:</b>	Farnborough Street, Farnborough.
<b>wheelchair access:</b>	Level access to Reading platform. Access to Guildford platform via light controlled crossing, swing gate and short ramp.
<b>disabled parking:</b>	No.
<b>parking charge:</b>	Free for blue badge holders.
<b>toilets:</b>	No.
<b>waiting rooms:</b>	Unknown.
<b>hearing loop:</b>	No.



## Farnham Station (FNH)

<b>location:</b>	Station Hill, Farnham.
<b>wheelchair access:</b>	Via level crossing between platforms. Ticket Office accessible from street.
<b>disabled parking:</b>	5 spaces.
<b>parking charge:</b>	Charges apply (charges apply for all vehicles).
<b>toilets:</b>	Yes, and wheelchair accessible toilets.
<b>waiting rooms:</b>	Yes.
<b>hearing loop:</b>	Yes.

## Fleet Station (FLE)

<b>location:</b>	Station Approach, Fleet.
<b>wheelchair access:</b>	Platform One (Londonbound) is accessible to wheelchair users. Platform Two has level access from car park. Interchange - Wheelchair users are advised to cross via roadbridge (eight mins).
<b>disabled parking:</b>	3 spaces.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes, and wheelchair accessible toilets.
<b>waiting rooms:</b>	Yes.
<b>hearing loop:</b>	Yes.

## Frimley Station (FML)

<b>location:</b>	Station Approach, Frimley.
<b>wheelchair access:</b>	Platform One is fully accessible. Whereas interchange to Platform Two is via a 53 step footbridge.
<b>disabled parking:</b>	None.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	No.
<b>waiting rooms:</b>	No.
<b>hearing loop:</b>	Yes.

services available



## Guildford Station (GLD)

<b>location:</b>	Station Approach, Guildford.
<b>wheelchair access:</b>	From the main entrance in Walnut Tree Close there is level access to all platforms via a ramped underpass. However, there is no step-free access from the Guildford Park Road entrance. Wheelchair users using Guildford are therefore advised to use the Walnut Tree Close entrance. There is step-free interchange to all platforms.
<b>disabled parking:</b>	8 spaces.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes, and wheelchair accessible toilets.
<b>waiting rooms:</b>	Yes.
<b>hearing loop:</b>	Yes.

## Hook Station (HOK)

<b>location:</b>	Station Approach, Hook.
<b>wheelchair access:</b>	Platform One is accessible to wheelchair users. Platform Two is accessible to wheelchair users. Interchange - Footbridge consists of 47 steps. Wheelchair users can cross via roadbridge (10 mins).
<b>disabled parking:</b>	1 space.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes.
<b>waiting rooms:</b>	Yes.
<b>hearing loop:</b>	Yes.



## London Waterloo Station (WAT)

<b>location:</b>	Station Approach, London SE1.
<b>wheelchair access:</b>	Suitable for disabled passengers. Lifts or Level access to all platforms.
<b>disabled parking:</b>	2 spaces.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes, Wheelchair accessible toilets are situated between exit 5 Waterloo Bridge and Exit 4 Tenison Way, opposite platforms 16 and 17, and for RADAR key holders there is an additional facility on Cab Road, through Exit 3 on the left.
<b>waiting rooms:</b>	Large undercover area.
<b>hearing loop:</b>	Yes.

## North Camp Station - First Great Western (NCM)

<b>location:</b>	Lynchford Road, Ash Vale.
<b>wheelchair access:</b>	Level access from highway to both platforms. Inter platform access via level crossing and short ramp.
<b>disabled parking:</b>	4 spaces.
<b>parking charge:</b>	Free for blue badge holders.
<b>toilets:</b>	No.
<b>waiting rooms:</b>	No.
<b>hearing loop:</b>	Yes.

Services available



## Reading Station (RDG)

<b>location:</b>	Station Approach, Reading.
<b>wheelchair access:</b>	Platforms can be reached via lift and bridge, ticket office is step free.
<b>disabled parking:</b>	28 spaces.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes, and wheelchair accessible toilets.
<b>waiting rooms:</b>	Yes.
<b>hearing loop:</b>	Yes.

## Sandhurst Station - First Great Western (SND)

<b>location:</b>	High Street, Sandhurst.
<b>wheelchair access:</b>	Access to both platforms via long (approx 1:8) ramps. No footbridge.
<b>disabled parking:</b>	No.
<b>parking charge:</b>	No car park.
<b>toilets:</b>	No.
<b>waiting rooms:</b>	No.
<b>hearing loop:</b>	No.

## Winchfield Station (WNF)

<b>location:</b>	Station Road, Winchfield.
<b>wheelchair access:</b>	Winchfield is inaccessible to wheelchair users. Customers are advised to use either Basingstoke or Fleet Station.
<b>disabled parking:</b>	3 spaces (charges apply for all vehicles).
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes, but no wheelchair accessible toilets available.
<b>waiting rooms:</b>	Yes.
<b>hearing loop:</b>	Yes.



## Woking Station (WOK)

<b>location:</b>	Station Approach, Woking.
<b>wheelchair access:</b>	Woking is fully accessible to wheelchair users.
<b>disabled parking:</b>	6 spaces.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes, and wheelchair accessible toilets.
<b>waiting rooms:</b>	Yes.
<b>hearing loop:</b>	Yes.

## Wokingham Station (WKM)

<b>location:</b>	Station Approach, Wokingham.
<b>wheelchair access:</b>	Platforms are accessible to wheelchair users.
<b>disabled parking:</b>	4 spaces.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes, but no wheelchair accessible toilets.
<b>waiting rooms:</b>	Yes.
<b>hearing loop:</b>	Yes.

services available



## Travelling by taxi

Taxis and private hire cars can be booked in advance to provide a door to door service, and many drivers will help passengers get in and out of the vehicle or carry luggage and shopping. If you can transfer out of your wheelchair, and your chair can be folded, most companies will carry your wheelchair in the boot free of charge.

You may be able to use your travel vouchers, if you have them, to pay for taxi fares, although you should check with the operator that these will be accepted when booking your journey.

Details of companies with wheelchair accessible taxis in Rushmoor and Hart are given below. Other taxi operators can be found in the *Yellow Pages*, *Thomson local* directories or on our Passenger Transport website at [www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)

Please note that all Hackney Carriages (taxis) in Rushmoor are wheelchair accessible.

### Rushmoor

<b>A1 Rushmoor Radio Taxis Ltd</b> Rushmoor and surrounding areas	<b>01252 333555</b>
<b>A-Line</b> Rushmoor and surrounding areas	<b>01252 414802</b>
<b>GM Cars</b>	<b>01483 566566</b>
<b>Network Cars</b>	<b>08001 804180</b>

### Hart

<b>Hart Taxis</b> Cover all areas	<b>01252 616149</b>
<b>Streamline Taxis</b>	<b>01252 815777</b>



## Travelling by taxi (Continued)

<b>Capital Cars</b>	<b>01256 761760</b>
<b>Cedar Cars</b>	<b>01252 415385</b>
<b>Mary's Cars</b>	<b>01256 632264</b>

## Travelling by coach

### National Express:

Telephone: 08717 818181 Website: [www.nationalexpress.com](http://www.nationalexpress.com)

### National Express Disabled Persons' Travel Helpline:

Telephone: 08717 818179 Textphone: 01214 550086

Email: [DPTH@nationalexpress.com](mailto:DPTH@nationalexpress.com)

National Express operate longer-distance coach journeys throughout the country. They are happy to assist anyone with a mobility problem, but at present their coaches are not all wheelchair accessible and there are often steep, high steps to negotiate. However, since January 2005, all new coaches that have been introduced are fully accessible to wheelchairs. If you use a manual wheelchair and can transfer to a seat, your wheelchair will be carried free of charge. Some small mobility scooters and powered wheelchairs can be carried subject to suitability, customers will be advised of suitability at the time of booking. Customers wishing to travel in their wheelchairs should call the Disabled Persons' Travel Helpline to ensure that the driver is fully aware of when you are travelling.

Guide dogs and hearing dogs are carried free of charge on all coach services.

services available



[www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)

## Travelling by coach (Continued)

If you require assistance with your journey you should inform them at least 24 hours before you intend to travel, via the helpline, explaining your needs clearly to the operator.

National Express offer a 'routesixty' discount coachcard. It is a free card available to anyone over 60 and gives you half-price travel on most National Express coach services. Concessionary fares are also available for those people registered disabled. For further information contact National Express.

National Express is introducing a new generation of coaches onto the UK network that feature a wheelchair lift incorporated into the passenger entrance. A programme of routes is currently being planned to roll-out the accessible coaches across the network, with the whole network being fully accessible by 2012.

## Travelling by plane

Plane journeys need careful planning as you need to know that the whole journey is accessible before you set out.

Most airports are fully accessible, but planes generally have small, awkward toilets and wheelchair users may need to transfer to a seat. Therefore, it is essential that you inform the travel agent or airline of your disability and any special needs when booking your ticket, so that appropriate arrangements can be made.

You may be asked to complete Part One of an 'Incapacitated Passengers Handling Advice (INCAD) form, which details the assistance you will need at the airport, on the plane, and in a case of an emergency. This form is available from your airline or from some travel agents.



## Travelling by plane (Continued)

If you have a medical condition or illness, rather than a disability, you may need to fill in a Standard Medical Form (MEDIF) available from the airline. Your doctor may be asked to fill in Part Two of this form if the airline requires medical clearance.

Frequent travellers can apply for a 'Frequent Traveller's Medical Card' (FREMEC). This is available from most airlines and provides a permanent record of your specific needs, which saves you filling in a form each time you travel by air.

Before you travel with a different airline from the one that issued your FREMEC Card, you should check that they will accept it.

Further information on planning your journey by air is available in 'Access to air travel: guidance for disabled and less mobile passengers' – available through the Disabled Person's Transport Advisory Committee (DPTAC). See page 46 for details.

services available



## Southampton International Airport

**location:** Wide Lane, Southampton, SO18 2NL

**telephone:** 08700 400009

**website:** [www.southamptonairport.com](http://www.southamptonairport.com)

**getting there:** **by bus** - contact Traveline on 08712 002233 or visit the website [www.traveline.info](http://www.traveline.info)

**by train** - Southampton Airport (Parkway) Train Station is about 100 yards from the airport. If you are travelling from a southerly direction, you will need to cross over a footbridge to get to the airport. Please read the interchange section below for details of accessible arrangements. Work to provide step free access between platforms is due to be completed by March 2009.

**by taxi** - the airport has an on-site taxi company providing vehicles with swivel seats for easier access and a wheelchair accessible minibus. Call Checker Cars on 02380 627100 to pre-book.

**parking:** For security reasons the Blue Badge scheme does not operate on the Southampton Airport road system. The short-stay car park located close to the terminal access route offers Blue Badge parking. The long-stay car park also offers Blue Badge parking spaces and courtesy coaches to take you to the terminal, all have wheelchair access.

To pre-book a space in the Long Stay car park, ring the BAA information line on 08708 502825 or book on-line.



- on arrival:** There is a lowered section at the information desk to enable wheelchair users to easily access the desk.
- There is reserved seating for disabled and less mobile passengers, located on the main concourse and in the departure lounges. These areas contain induction loops, arms on both sides of the seats and spaces for wheelchair users.
- toilets:** Unisex wheelchair accessible toilets are available throughout the terminal.
- interchange:** Southampton Airport (Parkway) Train Station is about 100 yards from the terminal. The southbound platform has a step free access interchange to the airport, but there is no step free interchange between platforms, or between the airport and London bound platform. A taxi transfer can be arranged, for those who are unable to use the bridge between platforms, by calling South West Trains Assisted Travel Line on 08005 282100 giving 24 hours notice. The bus set down area is at the front of the terminal forecourt.

### Other airports in southern England

For information on Bournemouth, Gatwick or Heathrow airports, call:

- **Bournemouth** Switchboard 01202 364000
- **Gatwick** Information desk 08700 002468  
textphone 01293 513179
- **Heathrow** Switchboard 08700 000123  
textphone 02087 457950



## Travelling by ferry

### Cross-Channel and Isle of Wight ferries

Vehicle and passenger ferries depart from Portsmouth for destinations in northern Europe, and from Southampton, Portsmouth and Lymington to the Isle of Wight. Most ferry operators can offer assistance, provided you contact them well in advance, and inform them of any special needs when booking your journey. Most operators also require you to arrive early, especially if you use a wheelchair, so that staff can help you onto the ferry before the car deck is full.

If you are travelling by car, the loading officer can arrange to have your car placed next to a lift, but again, you must arrive in plenty of time. You will not normally have to leave your car before boarding the ferry if you have booked in advance, but you may be asked to leave the vehicle for a customs search when you disembark. It helps if your car can be easily identified; for example, by displaying a Blue Badge.

If you are travelling on foot, check the boarding arrangements, as you will normally have to board the ferry by a gangway or flight of steps. If this causes a problem, you should ask to use the vehicle ramp and then the lift, if there is one. Wheelchair passengers without a car can also board the ferry via the vehicle ramp.

Details of individual ferry operators are listed below.

### Brittany Ferries

<b>location:</b>	Continental Ferry Port, Portsmouth (follow local road signs)
<b>route:</b>	Portsmouth to Caen, St Malo and Cherbourg
<b>telephone:</b>	08712 440744 <b>textphone:</b> 08703 330425
<b>website:</b>	<a href="http://www.brittany-ferries.co.uk">www.brittany-ferries.co.uk</a>
<b>comment:</b>	Please be advised to book as early as possible if you have a disability or impairment that may make moving around or communication onboard difficult. There are a limited number of wheelchairs for passenger to use on board. These are subject to availability, cannot be pre-booked and should be requested as soon as possible after boarding.



## Brittany Ferries (continued)

There are a number of cabins adapted for disabled passengers and lift facilities for ease of movement on most ships. However, the facilities are limited on certain vessels and will differ from ship to ship.

Please book through the reservations centre in order that your requirements are properly evaluated and noted on your booking.

## Condor Ferries

- location:** Continental Ferry Port, George Byng Way, Portsmouth, PO2 8SP.
- route:** Portsmouth to Guernsey, Jersey and Cherbourg.
- telephone:** 01202 207216
- website:** [www.condorferries.co.uk](http://www.condorferries.co.uk)
- comment:** When making your booking, please let them know of any assistance you might require. Lifts are available from the car decks to the passenger decks. There are a couple of cabins with ensuite disabled toilet and washing facilities – ring Condor to enquire.

## P&O Ferries

- location:** Continental Ferry Portsmouth (follow local road signs).
- route:** Portsmouth to Bilbao.
- telephone:** 08716 642121
- website:** [www.poferries.com](http://www.poferries.com)
- comment:** P&O will endeavour to accommodate any special requirements, such as parking near the lift or a mobility bus for foot passengers. Passengers are advised to provide their own wheelchairs if needed. When making your booking, please let them know of any assistance you might require. Please ring to reserve a cabin designed for wheelchair access.

services available



## Red Funnel Ferries and Hi-Speed Passenger Service

- location:** For Red Jet Hi-Speed Foot Passenger Service  
Southampton Terminal 2.  
For the Vehicle Ferry, Southampton Terminal, Dock Gate 7 (well signposted locally).
- route:** Southampton to West Cowes, Isle of Wight (Foot passenger service).  
Southampton to East Cowes, Isle of Wight (passenger vehicle ferry).
- telephone:** 08448 449988
- website:** [www.redfunnel.co.uk](http://www.redfunnel.co.uk)
- comment:** The Red Jet Hi-Speed Foot Passenger service is not very suitable for wheelchair access and prior notification of travel on this service is advised by telephoning the above number.  
Most vehicle ferries are wheelchair accessible and assistance is available on request. Free CityLink buses, which are all wheelchair accessible, run between the ferry terminal and Southampton Central Train Station, where all platforms are accessible.

## Wightlink

- location:** Portsmouth FastCat Catamarans– Portsmouth Harbour Railway Station, adjacent the Hard Interchange.  
Portsmouth Car Ferries – Gunwharf Car Ferry Terminal, Gunwharf Road, Portsmouth.  
Lymington Car Ferry – Lymington Car Ferry Terminal, Lymington Pier, Undershore Road, Lymington.
- route:** Portsmouth Harbour to Ryde Pier Head (foot passengers only).  
Portsmouth to Fishbourne (car ferry).  
Lymington to Yarmouth (car ferry).
- telephone:** 08713 761000\*  
\* Calls from BT landlines cost 7p per minute, other networks charges may vary.
- website:** [www.wightlink.co.uk](http://www.wightlink.co.uk)



## Wightlink (Continued)

**comment:** The Portsmouth-Fishbourne ferries have lifts from the car decks to the passengers lounge, where you will find disabled toilet facilities. All terminals have wheelchairs available. To arrange assistance in advance, or for wheelchair accessible taxis on the Isle of Wight contact Wightlink.

**Wightlink offers discount to holders of the Wightlink Disabled Persons Card - for details and/or an application form telephone 0871 376 1000\*.**

## Travelling By hovercraft

### Southsea - Ryde, Isle of Wight

**operator:** Hovertravel  
**telephone:** 02392 811000  
**website:** www.hovertravel.co.uk  
**comment:**

Hovercrafts are wheelchair accessible. Powered wheelchairs must have a sealed battery. Please advise staff on arrival if you wish to travel in a wheelchair. Wheelchair safety belts are provided on all craft and each craft has space for two wheelchairs.

services available



## Travelling by car

If you own or have access to a private car, it can often be the easiest way to make a journey. On short trips, there are usually plenty of facilities such as toilets and eating places available locally, but on longer journeys you may need to use a motorway service area. Details of the accessibility of Hampshire service areas are given below.

### Fleet Service Area, M3 (Welcome Break)

- location:** Between junctions 4a and 5.
- wheelchair access:** Each side has step free access but the footbridge over the motorway is not step free.
- disabled parking:** There are 13 parking spaces for disabled people on the eastbound side (towards London) and nine spaces on the westbound side (towards Basingstoke).
- toilets:** Wheelchair accessible toilets are on both sides.
- other comments:** A food service is available on both sides of the motorway.

### Shell Services, A3

- location:** A3, between Liphook and Griggs Green.
- wheelchair access:** Wheelchair accessible on both northbound and southbound carriageways.
- disabled parking:** 1 marked space on both sides.
- toilets:** Wheelchair accessible toilets on both sides.
- other comments:** Assistance is available at fuel pumps on request.



### Rownhams Service Area, M27 (Road Chef)

- location:** Between junctions 3 and 4.
- wheelchair access:** A pedestrian subway and ramps provide the link to the westbound side facilities.
- disabled parking:** Westbound - reserved parking in the lorry park. Eastbound - 3 wide disabled spaces.
- toilets:** Unisex accessible toilet with an attendant available on request westbound.
- other comments:** Assistance is available at the fuel pumps.

### Sutton Scotney Services, A34 (Welcome Break)

- location:** Between A303 and A33.
- wheelchair access:** Easy access for disabled people.
- disabled parking:** 4 spaces on each side.
- toilets:** Wheelchair accessible toilets on both sides.
- other comments:** Assistance is available at the fuel pumps.

### Winchester Service Station, M3

- location:** Between junctions 8 and 9.
- wheelchair access:** Northbound is a step free building. Southbound, ramps are available and both manual and motorised wheelchairs can manoeuvre through the food area. The bridge linking the north and southbound service areas is not wheelchair accessible.
- disabled parking:** Northbound - Bays are reserved. Southbound - 6 spaces located by main entrance.
- toilets:** 2 wheelchair accessible toilets are on both sides.
- other comments:** Assistance is available at fuel pumps on request.

services available



## London Congestion Charging

The £8 charge applies to vehicles travelling inside the designated area (not on the boundary) between the hours of 7am and 6pm Monday to Friday (excluding public holidays). This entitles the driver to enter and leave the zone numerous times on that day.

Groups which are exempt include taxis, emergency services, buses, alternative fuel vehicles, residents and community buses.

Vehicles used by disabled people and disabled passenger carrying vehicles, which are exempt from Vehicle Excise Duty (road tax), do not need to register with Transport for London as they are automatically exempt from the charge.

Blue badge holders are eligible for 100% discount from the charge for a maximum of two vehicles per day, if this vehicle is driven by them or someone transporting them.

To apply for this discount they will need to register with Transport for London, which costs £10 to cover administration.

For more information or to request an application form contact:

Congestion Charging

PO Box 2982

Coventry

CV7 8WR

**Telephone:** 08459 001234

**Textphone:** 02076 499123

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

## Car parking with the Blue Badge

The Blue Badge Scheme provides a national arrangement of parking concessions for people with severe walking difficulties who travel as drivers or passengers. The Scheme also applies to registered blind people and

people with severe upper limb disabilities who regularly drive a vehicle but cannot turn a steering wheel by hand. It allows blue badge holders to park close to their destination, but the national concessions apply only to on-street parking.

For details of the Blue Badge scheme, please contact:

**The Blue Badge Unit**, Hampshire County Council,  
Queen Elizabeth II Court, The Castle, Winchester SO23 8UH  
**Telephone:** 08456 035633

Most public car parks offer free parking and reserved spaces for the disabled. All car parks managed by Hampshire County Council have parking bays for the disabled, but having this badge does not guarantee free parking. For specific location, contact Hampshire County Council on **08456 035633**.

### **The Older Driver Skills Scheme - an on-road driving appraisal**

Older motorists have a wealth of experience, confidence and tolerance. However, sight, hearing, reaction time and judgement of speed and distance will not be as sharp as it once was. Fragility increases with age, so injuries tend to be more serious and recovery takes much longer. With road and traffic conditions having changed so drastically it is sensible for all drivers to update their skills – even experienced drivers slip into ‘bad habits’.

In its Road Safety Strategy, the Government said of older drivers:

‘Our aim is to find ways of helping older people to drive safely for as long as they are fit to do so, rather than taking measures to prevent them from driving at all’.

This perfectly reflects the aims of our Older Driver Appraisal.

It is not a test but an appraisal of general driving, which can be adapted to investigate a particular concern, help people return to driving, gain

services available



[www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)

confidence or adapt to a new vehicle. Specially trained driving instructors deliver the appraisals from the person's home, using their own car. Each person receives a full de-brief and a (confidential) written report detailing the findings of the assessment and the advice offered. The appraisal costs just £30 and takes around one-and-a-half hours.

For more information please contact Hampshire County Council's Road Safety Team:

**Telephone:** 01962 846100

**Email:** [road.safety@hants.gov.uk](mailto:road.safety@hants.gov.uk)

**Website:** [www.hants.gov.uk/roadsafety](http://www.hants.gov.uk/roadsafety)

## Travelling by Fleet Link/Hart Shopper

The above services are a bookable bus service for all ages, able and disabled for people who live in Hart. This provision funded by Hampshire County Council, Fleet Town Council & Church Crookham Parish Council provides a service for people who may:

- Have a disability or a mobility or sensory impairment which makes travel on normal buses difficult.
- Live more than 400 metres from a bus stop.
- Do not have access to a car when required and there is no bus service running when you need to travel.
- Need to accompany someone who meets the above criteria.

You need to register to use the service and phone to book your journey. Bookings are allocated on a first come, first served basis.

The minibus service will collect you from a mutually agreeable point (or from your door if you are mobility impaired) and take you to your required destination.

Fleet Link & Hart minibuses are specially adapted with handrails and low steps to help passengers. Each vehicle is equipped with a lift or ramp to assist wheelchair and walking frame users, and people carrying children in their buggies.



## Fleet Link

- operates:** Monday to Friday 9am – 3pm.  
Saturday 9am – 2pm.
- servicing:** The parishes of Fleet, Church Crookham & Elvetham Heath.
- journeys to:** Fleet Town Centre (Mon-Sat).  
Farnborough Shopping Centre (Tuesday).  
Camberley Town Centre/The Meadows (Wednesday).  
Anywhere within the parishes of Fleet, Church Crookham & Elvetham Heath (Mon-Sat).
- booking hours:** Monday to Friday 8am – 5pm; Saturdays 8am – 4.30pm.
- telephone:** 08456 024135
- notice required:** 1 working day. You can book up to 6 days in advance.  
Concessionary Bus Pass holders travel for half price!

## Travelling by Dial-a-Ride

Dial-a-Ride provides door to door transport for anyone who finds it difficult or impossible to use ordinary bus services. You don't have to be registered disabled or a wheelchair user to use Dial-a-Ride. For example, you may have difficulty climbing steps onto buses, or be unable to walk to the bus stop.

You will need to register to use the service and phone to book your journey. Bookings are allocated on a first come, first served basis.

The minibus will collect you from your door at the arranged time and take you to your destination. The well trained and friendly drivers will help you in and out of the minibus. Dial-a-Ride minibuses are specially adapted with handrails and low steps to help passengers. Each vehicle is equipped with a lift or ramp to assist wheelchair and walking frame users.

Further information on Dial-a-Ride is available in leaflets produced by Hampshire County Council. Please see the inside cover for contact details.

services available



## Rushmoor Dial-a-Ride

- operates:** Monday to Thursday 9am – 4.30pm and Friday to Saturday 9am – 4pm.
- serving:** Anywhere in the borough of Rushmoor.
- journeys to:** The Meadows, Camberley Town Centre and Farnborough Town Centre.
- booking hours:** Monday to Saturday 10am - 4pm.
- telephone:** 08456 124135
- notice required:** 1 working day.  
You can book up to 6 days in advance.  
Travel tokens are accepted.

## Travelling by Taxishare

A Taxishare is similar to a bus service only it uses a private hire vehicle or local taxi operator to pick people up instead of a bus. The operator of the following services have entered into a contract with Hampshire County Council to provide a vehicle at set times and days to travel to set destinations.

## Crondall and Ewshot Link

- operates:** Monday to Saturday.
- serving:** Ewshot and Crondall.
- journeys to:** Farnham.
- telephone:** 01962 846786 for more information on how to register and book.
- notice required:** Bookings must be made by 5pm the day before you wish to travel.
- note:** National Concessionary Bus Pass is accepted.



## Voluntary organisations providing individual transport

A number of voluntary organisations in Rushmoor and Hart provide transport for individuals. In most cases, these services rely on volunteer drivers who may be reimbursed a mileage rate when using their own car. Passengers will generally be asked to contribute towards the cost of this transport, although rates will vary between organisations.

If you meet their user criteria and they have enough volunteer drivers to meet your request, then the following organisations may be able to provide you with transport.

### British Red Cross

If you are a disabled person needing to travel and can not use public transport, then the British Red Cross could help you. They run a minibus and ambulance service, which is operated by volunteers. They can only provide journeys for one-off trips. Charges apply for both services. For further information please contact:

British Red Cross	Telephone:	01962 865174
Winnall Close	Fax:	01962 869721
Winnall		
S023 0LB		

### Voluntary Care Groups

There are several voluntary groups in the Rushmoor and Hart District that are part of the Good Neighbours Network. The groups are independent and therefore have a wide range of names such as 'neighbourcare' and 'voluntary care group'. The groups offer a variety of good neighbourly help including taking people to and from hospital, GP and other medical appointments, shopping and other social visits. Volunteers use their own cars to drive people who find it difficult to use public transport. Journeys are usually local although this will vary according to the group.

Services available



[www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)

Contact the Good Neighbours Support Service for more information on what each group provides:

Telephone: 02392 899671 [www.goodneighbours.org.uk](http://www.goodneighbours.org.uk)

Groups usually ask for a contribution towards travel costs. Please ask for details when speaking to the coordinator of the Group. **Please remember that the groups are entirely dependent on the availability of volunteers to provide their services.**

Contact details for each Good Neighbour Group in the Rushmoor and Hart District are listed below.

### Aldershot Neighbourcare

<b>telephone:</b>	01252 344244
<b>booking hours:</b>	9am - 12noon Mon, Wed, Thurs. Out of hours answer phone available.
<b>area covered:</b>	Aldershot area.
<b>purpose:</b>	Hospitals, surgeries and shopping.
<b>excluded journeys:</b>	At the discretion of the co-ordinator.
<b>eligibility:</b>	Anyone unable to drive themselves or use a public bus or taxi.
<b>notice required:</b>	4 days.
<b>note:</b>	Wheelchairs can not be accomodated.

### Crondall and Ewshot Neighbourcare

<b>telephone:</b>	01252 852323
<b>booking hours:</b>	9.30am - 12.30pm Mon, Wed, Fri.
<b>area covered:</b>	Crondall and Ewshot.
<b>purpose:</b>	Medical appointments, shopping & prescriptions.
<b>excluded journeys:</b>	At the discretion of the co-ordinator.
<b>eligibility:</b>	Anyone in need.
<b>notice required:</b>	3 to 4 days.
<b>note:</b>	Unable to take wheelchairs. Passengers need to be able to independently transfer in and out of a vehicle. No emergencies.



## Eversley and Bramshill Trusts Rural Transport Care

- telephone:** 01189 734476
- booking hours:** Anytime.
- area covered:** Eversley and Bramshill area.
- purpose:** Medical and dental appointments.
- excluded journeys:** At the discretion of the co-ordinator.
- eligibility:** Anyone in need.
- notice required:** 2 days or more (if possible).
- note:** Unable to take wheelchairs.  
Contributions toward travel costs.  
Travel tokens accepted.  
Please advise of mobility issues when booking.

## Farnborough Neighbourcare

- telephone:** 01252 371199
- booking hours:** 10am - 12noon Mon-Fri. Out of hours answer phone available.
- area covered:** Residents of Farnborough.
- purpose:** Medical appointments and shopping.
- excluded journeys:** At the discretion of the co-ordinator.
- eligibility:** Anyone who cannot use public transport.
- notice required:** At least 4 working days (preferred).
- note:** Fold up wheelchairs accepted if suitable car available, charges apply.

## Fleet and District Voluntary Care Scheme (communicare)

- telephone:** 01252 613121
- booking hours:** 10am - 1pm Mon - Fri
- area covered:** Fleet and Church Crookham, Crookham Village and Dogmersfield
- purpose:** Medical appointments only

services available



## Fleet and District Voluntary Care Scheme (Continued)

- excluded journeys:** At the discretion of the co-ordinator.
- eligibility:** Anyone in need.
- notice required:** 2 days minimum notice required, preferably 4 days.
- note:** Unable to take wheelchairs.  
Contributions towards travel and telephone costs (accept Hart vouchers).

## Hook Care Group

- telephone:** 08450 941549
- booking hours:** 9am - 5pm Mon-Fri.
- area covered:** Hook, Rotherwick & Newnham only.
- purpose:** Medical appointments only.
- excluded journeys:** At the discretion of the co-ordinator.
- eligibility:** Anyone in need without transport.
- notice required:** 2 days, max 2 weeks.
- note:** Wheelchairs can sometimes be accommodated.

## Odiham Voluntary Care Group

- telephone:** 01256 704713
- booking hours:** Unrestricted as answer machine available.
- area covered:** Odiham, North & South Warnborough, Upton Grey, Greywell, Long Sutton.
- purpose:** Medical appointments, shopping in Odiham and Tesco's in Hook.
- excluded journeys:** At the discretion of the co-ordinator.
- eligibility:** Anyone without other transport alternatives.
- notice required:** 2 days.
- note:** Please inform the co-ordinator of any special needs when booking (i.e. if travelling with a wheelchair). Carers are required to travel with individuals where necessary.



## Yateley Neighbourcare

<b>telephone:</b>	Contact your doctor's surgery in Yateley for the number of the Neighbourcare Duty Officer.
<b>booking hours:</b>	Normal working hours.
<b>area covered:</b>	Yateley and Blackwater.
<b>purpose:</b>	Medical appointments and shopping.
<b>excluded journeys:</b>	At the discretion of the co-ordinator.
<b>eligibility:</b>	Anyone in need.
<b>notice required:</b>	5 days.
<b>note:</b>	Wheelchair users need to notify the co-ordinator and be able to transfer to a seat. Please state the number of passengers when booking.

## Minibuses

Minibuses are available in the area for group hire. If you belong to a group and wish to hire a minibus, you will find details of vehicles in Rushmoor and Hart in *The Hampshire Minibus Register*. This register covers both standard minibuses and those which can carry passengers in wheelchairs and is produced by Hampshire County Council – see page 52 for details.

Alternatively you can use the minibus search facility on our website - [www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)

## Adult Services and Children's Services Transport (Social Services)

Adult Services and Children's Service (formerly Social Services) provide transport that meets the needs of their own clients. If you are receiving help from either Adult or Children's Services, then your social worker will be able to advise you on any transport that could be provided or arranged for you.

Services available



[www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)

## Help With Transport to Hospital

Several organisations in your area can provide transport for hospital appointments or visiting or both. These services are much in demand and it is important to use them correctly. The following guidelines will help you to identify the most appropriate service to use:

- Could the journey be made by some form of public transport (taxi, train, bus), or with help from a relative or friend?
- If you cannot use public transport, then try contacting one of the voluntary organisations listed inside this guide – see pages 33-37. Some of these organisations may only provide transport for hospital visiting.
- If you are in receipt of certain benefits, you may be entitled to a refund of your transport costs under the Hospital Travel Cost Scheme (not available for visitors). Please enquire at the hospital's transport desk or cashier's office when you first attend. See also page 43-44 for information on NHS hospital travel costs.
- You may be entitled to free NHS patient transport services, if you meet certain eligibility criteria. You will need to be assessed by your doctor, or a qualified medical practitioner who will advise you.

## Plan your route to Hospital

The NHS in England website offers a 'plan your journey' facility which links to the Transport Direct website.

From the homepage ([www.nhs.uk](http://www.nhs.uk)) select the 'hospitals' tab under 'Find and choose services' and enter the name of the hospital you require. From here you are able to select your required hospital. Click on the tab 'Maps, directions and contact details' to bring up the 'plan your journey' facility.



# Help with travel costs

## Concessionary travel

Since 1 April 2011, Hampshire County Council have provided the concessionary travel scheme for older people and people with disabilities in Hampshire.

This has replaced the scheme that Rushmoor Borough Council & Hart District Council used to provide to their residents.

Visit the [Hampshire Concessionary Travel Pages](#) for more information about the new scheme. To contact Hampshire County Council's concessionary fares team you can either call **08450 458355** or email them on [concessionary.fares@hants.gov.uk](mailto:concessionary.fares@hants.gov.uk)

## Train travel discounts

### Disabled Person's Railcard

If you have a disability that makes travelling by train difficult you might qualify for the Disabled Persons Railcard.

The Disabled Persons Railcard allows you to **get 1/3 off** most rail fares throughout Great Britain. If you're travelling with an adult companion they can also **get 1/3 off** their rail fare - so you can save money for your friends too!

#### How much is it?

**£20** for a one-year Railcard. **£54** for a three-year Railcard.

So, use your Railcard for a £60 fare and you'll save £20 on the journey. That means a one year Railcard has paid for itself in just one trip! Take a friend with you and you've saved enough for lunch, a visit to the cinema or whatever you both enjoy.

services available



## Who is eligible?

You need to give proof that you are eligible for a Railcard.

- Are registered as having a visual impairment.
- Social Services official stamp in the space provided.
- A copy of your Certificate of Visual Impairment (CVI).
- A copy of your BD8 certificate for being registered blind or partially-sighted.
- Are registered as deaf or use a hearing aid Social Services official stamp in the space provided NHS battery book or a copy of your dispensing prescription from a private hearing aid supplier.
- Have epilepsy and either:
  - have repeated attacks even though you receive drug treatment; or
  - are currently prohibited from driving because of your epilepsy either your customer copy or a photocopy of your prescription for epilepsy medication that contains drugs in line with National Society for Epilepsy guidelines. The list of accepted medication includes the following drugs (or their equivalents): lorazepam, diazepam, clonazepam, phenytoin sodium, fosphenytoin, phenobarbital sodium, clomethiazole and paraldehyde a copy of your letter from the DVLA telling you that you are unable to drive.
- receive Attendance Allowance a copy of your award letter Receive Disability Living Allowance at either;
  - the higher rate or lower rate for getting around (mobility); or
  - the higher or middle rate for help with personal care.
- A copy of your award letter Receive Severe Disablement Allowance.
- A copy of your award letter Receive War Pensioner's Mobility Supplement a copy of your award letter.
- Receive War or Service Disablement Pension for 80% or more disability a copy of your award letter.
- Are buying or leasing a vehicle through the Motability scheme a copy of the leasing or hire-purchase agreement.



Download and complete the application form (PDF format). *(MS Word and large print versions of the application form are available on the Information downloads page on the website.)* Alternatively application forms are available from rail stations and main post offices. Send your completed form, together with payment (please make cheques and postal orders payable to "Disabled Person's Railcard") and the required proof of disability to us at:

Disabled Person's Railcard Office  
PO Box 11631  
Laurencekirk  
AB30 9AA

(Allow 10 working days for your Railcard to be delivered)

Visit [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk) for further information or call **08456 050525** (7am to 10pm, Monday to Sunday)

## Concessionary fares for disabled people who do *not* hold a Disabled Persons Railcard

### Blind or visually-impaired customers travelling with a companion:

If you are registered as blind or visually-impaired and are travelling with another person, the concessionary fares shown overleaf apply for both you and your companion. You cannot get the discount if you are travelling on your own.

Please take evidence of your visual impairment such as a document from a recognised institution such as Social Services, your Local Authority, The Royal National Institute for the Blind (RNIB) or St Dunstons when buying your ticket and making your journey.

### Customers who stay in their own wheelchair during a rail journey:

If you need to stay in your own wheelchair during your rail journey the concessionary fares shown below apply. If you are travelling with an adult companion, the discount will also apply to their ticket too. You do not have to travel with a companion to qualify for the discount.



**Discounts available**

- First Class / Standard Anytime Single or Return - 34% off.
- First Class / Standard Anytime Day Single - 34% off.
- First Class / Standard Anytime Day Return - 50%.

Please note that sometimes it may be cheaper to buy an undiscounted Off Peak or Advance ticket.

**Season tickets for blind or visually-impaired customers:**

If you are blind or visually impaired, you can buy one adult season ticket that enables a companion to travel with you at no extra cost. It does not have to be the same person travelling with you on every journey.

Please take evidence of your visual impairment such as a document from a recognised institution such as Social Services, your Local Authority, The Royal National Institute for the Blind (RNIB) or St Dunstons when buying your ticket and making your journey.

These tickets can be bought from staffed National Rail station ticket offices.

**Discount Fares**

National Express offer concessionary fares for over 60s and those who are registered disabled. The concessionary fares entitle the traveller to half-price travel on most National Express coach services. Guide dogs travel free of charge on all National Express services.

**Up to 50% off travel when you are over 60 yrs**

- 50% discount at off-peak times.
- Up to 30% discount at peak times.

**Over 60, then you qualify automatically.**

When you're over 60, you automatically qualify for concessionary fares on National Express coaches. Concessionary fares apply all year round on coach services to destinations within England and Wales. Coach services to and from Scotland, where your departure point is in England or Wales, are also included.



Further information is available by contacting National Express:

**Telephone:** 08717 818178

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

National Express Disabled Persons' Travel Helpline:

**Telephone:** 08717 818179

**Textphone:** 01214 550086

## Access to work

If you cannot use public transport to get to work because of a disability, the Access to Work scheme may be able to help with the cost of taxi fares or modifications to a car which will enable you to continue to drive.

People who are driven to work by relatives or friends who have to make a double return journey can also receive help with their expenses. You don't have to be registered disabled to be eligible for the scheme, but your health problem or disability should be likely to last at least one year and affect the kind of work you can do.

For further information or to apply to the scheme, contact the Access to Work Operational Support Unit:

**Telephone:** 02084 263110

**Textphone:** 02084 263133

**Website:** [www.direct.gov.uk/en/disabledpeople](http://www.direct.gov.uk/en/disabledpeople)

## NHS hospital travel costs

If you (or a member of your family) are attending hospital for an appointment, you may be able to reclaim the cost of your transport to and from the hospital. You can claim, if at least one of the following applies:

- War Pensioner, and your treatment is for your accepted disablement
- You, your partner or dependent children are receiving:
  - Income Support;
  - Income based Job Seekers Allowance;



- Child Tax Credit and named on a NHS Tax Credit Exemption Certificate;
- Working Tax Credit and named on a NHS Tax Credit Exemption Certificate;
- Pension Credit Guarantee Credit.
- You are a named person on an HC2 certificate, and possibly if you are on an HC3 certificate.

You can claim using form HC5(T), which is available to download from [www.dh.gov.uk](http://www.dh.gov.uk) or from your local Job Centre Plus office or NHS hospital. You may claim help with travel costs up to three months after the date of travel.

You can claim back any money you spend on fares, including taxi fares, if this is the only way you could travel to your appointment. Please remember to keep all receipts. If you are accompanied because you need assistance, your escorts can also claim the cost of fares.

More Information on eligibility is available in Leaflet HC11, 'Help with health costs?', which you can get at hospitals, post offices and pharmacies.

Alternatively, contact:

TSO Publications Centre

PO Box 29

Norwich NR3 1GN

**Telephone:** 08706 005522

**Fax:** 08706 005533

or download it from the Department of Health **website:** [www.dh.gov.uk](http://www.dh.gov.uk)

If you want to visit someone in hospital but cannot afford the fares, you may be able to get help from the Social Fund.

A leaflet is available from your local Jobcentre Plus entitled 'Grants and loans from the Social Fund', which will provide you with more information.



# Advice and information

## Organisations that can advise you

Listed below are some national organisations who can help you with specific advice and information.

### The Automobile Association - AA Mobility Assistance

**Disability Helpline telephone:** 08002 62050  
**Disability Helpline textphone:** 08003 282810  
**Website:** www.theaa.com

The AA offer a discounted rate to Orange/Blue Badge holders – call **08004 44999** and quote 'Orange badge' to find out further information.

AA members can receive free information on a range of disability related subjects including route requests and car adaptation. In addition, members can obtain a free copy of the 'AA Disabled Travellers Guide' which contains information on insurance, driving tests and motoring. For further details contact the Disability Helpline number above.

### Age Concern Hampshire

Age Concern aims to ensure that the needs of older people are not overlooked in the planning of services like health, housing and transport. They provide a range of services from arranging social events to providing emergency call buttons which enable the wearer to call for help in the event of an accident, such as a fall. Age Concern work to help older people enjoy a more active lifestyle and to support carers and families in their important roles. For further information contact:

Age Concern Hampshire  
 1 St. Cross Road  
 Winchester  
 Hants SO23 9JA

**Telephone:** 08003 287154  
**Website:** www.ace.org.uk  
 www.ageconcernhampshire.org.uk



## Disabled Persons Transport Advisory Committee (DPTAC)

DPTAC has a section on its website that addresses the transport and travel needs of disabled and less mobile people. Entitled "Door to Door", the website provides information on travelling by road, air, sea and rail for disabled people, plus advice on going on holiday and what to consider before you undertake your journey. You can contact the agency at:

The Disabled Persons Transport Advisory Committee Secretariat  
 2/23 Great Minster House **Telephone:** 02079 448011  
 76 Marsham Street **Email:** dptac@dft.gsi.gov.uk  
 London SW1P 4DR **Website:** www.dptac.gov.uk/door-to-door

## Heathrow Travel Care

Heathrow Travel Care is an independent agency that offers information and advice to travellers, visitors and airport staff. If you require information you can contact the agency at:

Room 1308 **Telephone:** 02087 457495  
 Queens Building **Minicom:** 02087 457565  
 Heathrow Airport **Fax:** 02087 454161  
 Heathrow TW6 1BZ **Email:** Heathrow\_Travel\_Care@baa.com

Heathrow Travel Care is open between 9.00am – 5.00pm Mon, Tue, Wed & Fri and 11.00am – 5.00pm on Thursdays.

## Mobilise

The Disabled Drivers' Association has merged with the Disabled Drivers' Motor Club to form a new charity called "Mobilise".

Mobilise is a self help organisation run for disabled people by disabled people, and concerns itself with the needs of disabled people primarily by encouraging greater independence through enhanced mobility.

The mobilise magazine is produced monthly and provides a valuable source of information on current activities and issues. Mobilise also produce other publications such as "Road to Mobility" and "Parking Help, Hints and Tips" which are available free to members.



**1. Full Membership:**

One year's membership for a disabled person. £20.

**2. Associate Membership:**

One year's membership for the family, friend or carer of a disabled person. £20.

**3. Joint Membership:**

One year's membership for two disabled persons or associates living at the same address. £30.

**4. Lifetime Membership:**

One of payment. A lifetime membership for a disabled person or an associate. £320.

For further information contact:

Mobilise Organisation  
National Headquarters  
Ashwellthorpe  
Norwich  
NR16 1EX

**Telephone:** 01508 489449  
**Email:** enquiries@mobilise.info  
**Website:** www.mobilise.info

**Motability Scheme**

If you receive the higher rate mobility component of the Disability Living Allowance it is possible to use it to buy or lease a car that has been specially adapted for your use through the Motability Scheme. For more details contact:

Motability Operations  
City Gate House  
22 Southwark Bridge Road  
London  
SE1 9HB

**Telephone:** 08454 564566  
**Textphone:** 08456 750009  
**Website:** www.motability.co.uk

If you do not qualify for this scheme you can make your own arrangements to have a car adapted by contacting a local car dealer who does Motability work – see Yellow Pages.



## **RADAR (Royal Association for Disability and Rehabilitation)**

RADAR produce numerous books and guides for disabled people and also run the National Key Scheme (NKS). The NKS allows entry, by disabled key holders, to accessible public toilets which have been locked. Keys can be bought for £3.50 (providing you supply a written declaration of your disability) and a guide to the location of more than 9,000 accessible public toilets costs £16.99 & £20 for a guide to these facilities and an enhanced guide. For further information and to find out if you are eligible to take part in the NKS contact:

**RADAR**

12 City Forum  
250 City Road  
London  
EC1V 8AF

**Telephone:** 02072 503222

**Textphone:** 02072 504119

**Email:** radar@radar.org.uk

**Website:** www.radar.org.uk

## **Tourism For All (incorporating Holiday Care)**

The Tourism For All UK service provides travel information and advice for disabled people, and carers, including those on low incomes. It also provides advice to travel operators who wish to improve their facilities for disabled people, and works with RADAR and the tourist boards. Tourism For All UK provides a reservation service which offers discounted rates at many of the hotels covered in the guide.

Information sheets and guides covering destinations in the UK and worldwide are also available on topics from activity holidays to services such as equipment hire and travel escorts. For further information contact:

**Tourism For All UK**

c/o Vitalise  
Shap Road Industrial Estate  
Shap Road  
Kendal  
Cumbria  
LA9 6NZ

**Telephone:** 08451 249971

**Textphone:** 08451 249976

**Fax:** 01539 735567

**Email:** info@tourismforall.org.uk

**Website:** www.tourismforall.org.uk

For access advice please telephone: 08451 249974



## Transport for London

Access & Mobility at Transport for London provides information for disabled travellers on accessible low-floor and Mobility Bus services, the Docklands Light Railway, Croydon Tramlink, River Services and step-free routes through the London Underground.

Access & Mobility also produce a number of large print maps and guides and cassette tapes to help you plan your journey.

**Telephone:** 02072 221234

**Textphone:** 02079 183015

**Website:** [www.tfl.gov.uk](http://www.tfl.gov.uk)

## Traveline – UK travel planning facility

Traveline is a national travel planning facility with call centres around the UK and a dedicated website. Traveline can help you plan your whole journey, detailing information about bus, ferry, train and coach services.

**Telephone:** 08712 002233

**Textphone:** 08702 412216

**Website:** [www.traveline.info](http://www.traveline.info)

## Useful publications

### Access to Air Travel: Guidance for disabled and less Mobile Passengers

Disabled Persons Transport Advisory Committee (DPTAC) has produced this simple guide to help you to plan your flight so that the whole journey is as easy as possible. For more information contact:

Disabled Persons Transport Advisory Committee (DPTAC)  
Zone 4/24

Great Minster House  
76 Marsham Street  
London SW1P 4DR

**Telephone:** 02079 448011

**Textphone:** 02079 443277

**Website:** [www.dptac.gov.uk](http://www.dptac.gov.uk)

**Email:** [dptac@dft.gsi.gov.uk](mailto:dptac@dft.gsi.gov.uk)



## Bus and Train Travel Guides

The Guides give details of all bus, train and coach services within a particular area. The following guides are available:

- Alton & Alresford
- Andover
- Bordon, Liphook & Whitehill
- Farnborough & Yateley
- Fleet
- Havant
- Meon Valley
- Petersfield
- Romsey
- Tadley
- Winchester

Bus and Train Travel Guides are available free of charge by contacting the County Council's Passenger Transport Group (see inside front cover).

## Getting About Guides

Free guides such as this one are available for each district within Hampshire. To obtain one, contact Hampshire County Council's Passenger Transport Group (See inside front cover).

- Basingstoke & Deane
- Rushmoor & Hart
- Havant
- East Hampshire
- Winchester
- Fareham & Gosport
- Eastleigh
- Test Valley
- New Forest

## Guides to Adjacent Counties

If you wish to travel out of Hampshire, either regularly or perhaps just for a day trip, you may find it useful to obtain a copy of the equivalent of the Getting About Guide for the area in which you wish to travel.



West Berkshire produces *Getting There – A Guide to Passenger Transport In West Berkshire*. This can be downloaded at [www.westberks.gov.uk](http://www.westberks.gov.uk) or it is available from:

Transport Services Team  
West Berkshire Council  
Faraday Road  
Newbury  
RG14 2AF

**Telephone:** 01635 503248  
**Email:** [transport@westberks.gov.uk](mailto:transport@westberks.gov.uk)

## Public Transport Maps

The maps give details of all bus, trains and coach services in the area. A list of all transport operators is included showing their telephone numbers and addresses.

The Public Transport Maps presently cover the following areas:

- Basingstoke
- New Forest
- Hampshire

The maps are available free of charge by contacting Hampshire County Council's Passenger Transport Group (see inside front cover).

## RADAR

Publications offered by RADAR include:

- Get Mobile 2007
- Get Motoring 2008
- Holidays in Britain & Ireland 2008
- National Key Scheme Guide (8th edition) – Accessible Toilets for Disabled People
- There & Back 2007/08
- If Only I'd Known That A Year Ago 2008

For further information or to purchase one of the above guides contact RADAR (see page 48)



## ricability

ricability, a national research charity, produce a helpful guide titled 'Wheels within Wheels: a guide to using a wheelchair on public transport'

To obtain a free copy (you will have to pay for postage costs), please contact ricability. Alternatively you can download a copy from their website.

ricability	<b>Telephone:</b>	02074 272460
30 Angel Gate	<b>Textphone:</b>	02074 272469
City Road	<b>Website:</b>	<a href="http://www.ricability.org.uk">www.ricability.org.uk</a>
London		
EC1V 2PT		

## The Hampshire Minibus Register

The Minibus Register is designed to help organisations needing to hire a minibus to contact organisations in their local area who have a minibus available for hire. The register's overall aim is to encourage the most effective use of minibuses in the county and provide information. You can obtain a free copy or add your organisation's minibus to the Minibus Register by contacting Hampshire County Council's Passenger Transport Group (see inside front cover).

Alternatively, order a copy via the website:  
[www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)

## Tube Access Guide

This is a free guide which enables people with mobility problems to plan their journeys in London more effectively. The guide provides the user with information on which stations in London are accessible. For further information contact Transport for London:

**Telephone:** 02072 221234  
**Website:** [www.tfl.gov.uk/tube/maps](http://www.tfl.gov.uk/tube/maps)



Thank you for reading this booklet – We hope you have found it useful. We welcome your views on how it could be improved or any suggestions you may have. Please contact us using the details on the inside front cover.

For information on transport services in Hampshire please visit our website: [www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport).



## Other publications available from Hampshire County Council

### Minibus Register



Contains details of minibuses in Hampshire available for hire.

### Bus and Train Travel Guide



These booklets detail bus and train times

### A Guide to Train Services and Stations in Hampshire



### Bus, Train and Ferry Travel Guide

Provides a map showing bus, train and coach services in Hampshire.



### Getting About Guides

Getting About Guides cover the following areas:

BASINGSTOKE . EAST HAMPSHIRE . EASTLEIGH  
FAREHAM & GOSPORT . RUSHMOOR & HART . HAVANT  
NEW FOREST . TEST VALLEY . WINCHESTER



All the above publications are available to download from our website:  
<http://www3.hants.gov.uk/passengertransport/ptgpublications.htm>

This booklet has been published by Hampshire County Council's Passenger Transport Group after consultation with district councils and the public transport operators and voluntary organisations listed in this guide. The information included in this guide was believed to be correct at the time of publication but will eventually become outdated. Hampshire County Council cannot be held liable for any errors or omissions in it. If you know of any changes or new information please telephone 01962 847042 or write to the Passenger Transport Group, Economy, Transport & Environment Department, Hampshire County Council, The Castle, Winchester SO23 8UD.

[www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)