Accessible travel in Flanders and Brussels

Last amended: April 2014
# Table of contents

- Introduction................................................................................................................................. 3
- GENERAL........................................................................................................................................ 4
- PUBLIC TRANSPORT....................................................................................................................... 5
  - NMBS (train)................................................................................................................................. 5
  - DE LIJN (bus & tram Flanders).................................................................................................... 6
  - MIVB (subway, bus & tram Brussels).......................................................................................... 9
- PRIVATE TRANSPORT..................................................................................................................... 11
  - Bus companies with lift bus ......................................................................................................... 11
  - Wheelchair taxi's ......................................................................................................................... 13
- ADAPTED TRANSPORT SERVICES............................................................................................. 17
- TRAVELLING BY PLANE ............................................................................................................... 21
- MOTOR HOMES............................................................................................................................ 26
Introduction

This information leaflet gives an overview of accessible transport in and from Flanders and Brussels. Whether something is considered accessible depends largely on the person concerned. Each disability or impairments is different. We recommend you to contact the transport company in advance in order to obtain concrete information relating to your own expectations.
GENERAL

Navigate and park

Looking forward to a sunny day at the beach or a trip to Westhoek? But perhaps slightly put-off by the traffic jams and the thought of trying to find somewhere to park? We can’t do anything about the traffic jams as yet, but finding somewhere to park should be a lot easier using the website www.navigerenparkeer.be (Flemish only). This gives you a handy list of the parking spaces on the coast reserved for people with a disability. You can zoom in on a map or aerial photo for each municipality until you are right over the parking place. You can even see the dimensions and a photo of each place so that you know whether it meets all your requirements. This site also gives you detailed instructions on how to locate the reserved parking places on your GPS device.

Westkans vzw
Kerkhofstraat 1
8200 Brugge
Tel: + 32 (0)50 40 73 73
Fax: + 32 (0)50 71 00 43
E-mail: info@westkans.be
Website: www.westkans.be
PUBLIC TRANSPORT

**NMBS (train)**

NMBS provides trains throughout Belgium.

**Guide for passengers with reduced mobility**
The brochure SNCB Mobility "Guide for persons with reduced mobility" presents the service for mobility impaired persons and contains a detailed list of stations with all amenities for travellers with reduced mobility.
This brochure is available in English, French, Dutch and German, in the stations and on the website http://www.belgianrail.be//~/media/Files/Mobility/Support/brochures-folders/EN/Guide-passengers-reduced-mobility.ashx.
Would you like to receive this brochure in braille? Mail to: assistance@sncb.be.

Important: should you require assistance in one of the railway stations then you should make a reservation at least 24 hours before your departure.
Info & reservation of the service for mobility impaired person:
Tel. +32 2 528 28 28
Online reservation:
Website : www.sncb.be → Customer service → Passengers with reduced mobility (information in Dutch, French, German and English)
DE LIJN (bus & tram Flanders)

De Lijn provides buses and trams in Flanders.

De Lijn Information
For all questions and suggestions for the transport company De Lijn, contact their central phone number (+32 (0)70 220 200) (0,30 euro/min.) or visit their website: www.delijn.be.
Information about the accessibility policy of De Lijn can be found at www.delijn.be/over/aanbod/toegankelijkheid/index.htm and in the brochure “Op-stap zonder drempels” (Carefree travelling).
www.delijn.be/images/toegankelijkheid_bij_De_Lijn_op_stap_zonder_drempel_tcm7-547.pdf (Dutch only)

Reservations
To travel on accessible buses and trams from De Lijn a reservation should be made 24 hour prior to your departure. Only for the coastal tram no reservations should be made.

These conditions should be met to join a bus or tram as a wheelchair user
- the departure- and arrival bus stop should be accessible
- the bus or tram should be accessible
- the wheelchair reserved area is free
- the wheelchair has a with of maximum 80 cm and is not longer than 130 cm
- the wheelchair inclusive of the wheelchair user should not weigh more than 300 kg
- Attention: as from 2013 scootmobiles are not allowed anymore on trams nor buses from De Lijn

You can always use the bus, but if that’s not around, then there is a second choice, one that is cheaper than taking the cab. The Belbus.
The Belbus is a bus that drives per reservation, and it serves people in sparsely populated areas. It doesn't have a fixed route or schedule, and stops only at the bus stops of the Lijn (buses in Flanders). You can use the Belbus if you're in a small town with no normal buses nearby. Read this article to find out how to book the Belbus.
Plan your trip beforehand. Remember that the Belbus only drives in specific areas, and it is possible that you will have to change buses, so allow extra time if necessary.
Visit this site to find out if there is a bus stop near you, and at your destination. Remember, when you make a reservation, you will need to tell the phone operator where the bus stop is at your destination.
Book the Belbus at least 2 hours before your departure; ideally, you should book the bus one day before. Note that the rules for making a reservation may vary from town to town. If you plan to use the Belbus all week, you can mention this to the operator and they will make arrangements. Usually, the operator will ask you the following questions:
• What is your name/client number?
• When would you like to depart (date and time)?
• Which bus stop will you depart from?
• What is your destination?
• Will you return with the Belbus
• Type of wheelchair

Booking a bus or belbus within your province:

<table>
<thead>
<tr>
<th>Province</th>
<th>Tel.</th>
<th>Fax:</th>
<th>Email:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antwerp</td>
<td>+32 (0)3 218 14 94</td>
<td>+32 (0)3 218 14 29</td>
<td><a href="mailto:belbus.ant@delijn.be">belbus.ant@delijn.be</a></td>
</tr>
<tr>
<td>Flemish Brabant</td>
<td>+32 (0)16 31 37 00</td>
<td>+32 (0)16 31 37 05</td>
<td><a href="mailto:belbus.vlbrab@delijn.be">belbus.vlbrab@delijn.be</a></td>
</tr>
<tr>
<td>Limburg</td>
<td>+32 (0)11 85 03 00</td>
<td>+32 (0)11 85 03 02</td>
<td><a href="mailto:belbus.limburg@delijn.be">belbus.limburg@delijn.be</a></td>
</tr>
<tr>
<td>West-Flanders</td>
<td>+32 (0)59 56 52 56</td>
<td>+32 (0)59 56 52 36</td>
<td><a href="mailto:belbus.wvl@delijn.be">belbus.wvl@delijn.be</a></td>
</tr>
<tr>
<td>East-Flanders</td>
<td>+32 (0)9 210 91 93</td>
<td>+32 (0)9 210 91 90</td>
<td><a href="mailto:belbus.ovl@delijn.be">belbus.ovl@delijn.be</a></td>
</tr>
</tbody>
</table>

Coastal tram

All trams have a lowered middle part to allow wheelchair users to get on and off more easily. Presently the stops listed below are equipped with a raised platform to guarantee accessibility. The accessible stops are marked with a wheelchair logo on the coastal tram route map on [http://www.delijn.be/dekusttram/en/Reisinformatie/index.htm](http://www.delijn.be/dekusttram/en/Reisinformatie/index.htm).

- De Panne Station
- De Panne Plopsaland
- Koksijde St.-Idesbald
- Koksijde Ster der Zee
- Oostduinkerke Schipgat
- Oostduinkerke Duinpark
- Oostduinkerke Groenendijk-bad
- Nieuwpoort Zonnebloem
- Nieuwpoort Bad
- Nieuwpoort Ysermonde
- Nieuwpoort Cardijnlaan
- Nieuwpoort Stad
- Lombardsijde-Westende St.-Laureins
- Lombardsijde-Westende Bad
- Lombardsijde-Westende Belle Vue
- Middelkerke Krokdriel
- Middelkerke Verhaegelaan
- Middelkerke De Greefplein
- Oostende Renbaan
- Oostende Koninginnelaan
- Oostende Station
- Oostende Weg naar Vismijn
- Oostende Duin en Zee
- Bredene Campings
- Bredene Renbaan
- De Haan Vosseslag
- De Haan zeepreventorium
- De Haan Aan Zee
- De Haan Waterkasteelldaan
- De Haan Zwarte Kiezel
- Wenduine Konijnenpad
- Wenduine Harendijke
- Blankenberge Markt
- Blankenberge Station
- Zeebrugge Zeesluis
- Heist Dijk
- Heist Heldenplein
- Heist Duinbergen
De Lijn not only works towards wheelchair accessibility but also towards accessibility for persons with a visual or auditive disability. To this end each of the above mentioned stops in De Panne, Oostende, De Haan and Blankenberge, are announced both visually and auditivey and have special tiles, strips and poles with inscriptions in Braille to assist blind and visually impaired passengers. The coastal tram website was made accessible to them as well.
MIVB (subway, bus & tram Brussels)


MIVB provides buses, trams and metro’s (subway) in Brussels and it’s 19 communes.

**Metro (subway)**

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

Obtaining assistance can be done by passing your itinerary on by telephone to the Contact Centre on +32 (0)70 23 2000 (0,30€/min). From Monday to Friday between 8am and 7pm, during school holidays until 6pm and on Saturday between 8am and 4pm) or by filling in the form on the website www.mivb.be/metro-assistance.html?l=en. Another possibility is to use the special telephone near one of the ticket offices. An agent will be sent as soon as possible.

You will be met at the ticket office and accompanied during the entire trip. The service must start and end at a station that is adequately equipped for this service.

Presently the following metro stations are accessible to wheelchair users:

- Alma
- Belgica
- Central Station
- CERIA/COOVI
- De Brouckère
- Delacroix
- Eddy Merckx
- Erasmus
- Hankar
- Heizel
- Het Rad
- Houba-Brugmann
- Kruidtuin
- Kraainem
- Maalbeek (entrance Etterbeeksesteenweg)
- Naamsepoort
- Pannenhuis
- Pétillon
- Sint-Gillisvoorplein
- Sint-Guido
- Sint-Katelijne
- Stokkel (entrance via shopping mall)
- Tomberg
- Weststation
- Zuidstation

You can find these on the metro map on the website: [http://www.stib.be/irj/go/km/docs/STIB-MIVB/INTERNET/attachments/Plan_reseau/CHRONO_Intermodal.pdf](http://www.stib.be/irj/go/km/docs/STIB-MIVB/INTERNET/attachments/Plan_reseau/CHRONO_Intermodal.pdf)

**Bus**

Most buses from the MIVB have a kneeling feature that lowers the bus level for easy access. A fold out ramp deploys at the rear door. Nevertheless only following bus lines have been made accessible to wheelchair users.

- 12 (Brussels City Luxemburg – Brussels Airport)
- 21 (Luxemburg – Brussels Airport)
- 48 (Beurs – Stalle)
- 71 (De Brouckère – Delta)
- 84 (Beekkant – Heizel)

Have a look at the network map [http://www.stib.be/Accessibus.html?l=nl](http://www.stib.be/Accessibus.html?l=nl) to check if a bus stop meets your requirements. The accessibility of a bus stop has been indicated with the use of 2 symbols:

Accessible without help

Accessible with help

On the spot you will recognize an accessible bus stop and accessible bus by the international blue and white wheelchair logo.

**Minibus**

The MIVB organises an extra service for minibuses for the transport of persons with a disability. This is an on-demand and “door-to-door”-service specifically suited for wheelchair users, persons with a visual impairment or persons with restricted mobility. The service is assured from Monday to Friday, from 6.30 am to 11 pm. After 8.30 pm there is only a limited service. A single fare costs 1,70 EUR per person and per journey.

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

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

PRIVATE TRANSPORT

Bus companies with lift bus

The Federation of Belgian Bus and Coach Businesses (FBAA) offers a list of bus companies that have specially-equipped buses and coaches. If you are looking for a lift-bus, surf to www.fbaa.be/nl/default.asp?Id1=81&Id2=126&Id3=0&Id4=0&Title=Speciaal uitgeruste autocars# and click on the bus with a wheelchair. You can fine-tune the result by searching per province.

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

**Antwerp**

Metropole bvba
Polder (De) Autocars nv
Arizona Autocars bvba
Marcel Cars bvba
Duinen (De) nv
Laakdal Cars BVBA
New Meret Cars bvba
Kempen Reizen (De) bvba
International Coach Traffic
Tijlcs bvba
Conny Cars bvba

**Henegouwen**

Degrève Voyages sa
RR Tourisme sprl
Desmet (Voyages) sa

**Limburg**

Alk Reizen bvba
Wilg (De) Touringcarbedrijf
Zigeuner (De) nv/Vanheusden
Kroon Reizen bvba
Eurotouring nv
Staf Cars nv
Hendriks Autocars nv
Witte Merel (De) bvba
Baus Reizen nv
Luik

**Eurobussing Wallonie sa**  
Raoul Voyages sprl

**Luxemburg**

Doppagne Voyages S.A.  
Goedert Serge sprl  
Dislaire & Fils S.A

**Namens**

Toussaint Bus & Car sprl

**East-Flanders**

Firmanaan  
Zwijndrecht Cars bvba  
Mes nv/Rudy Cars  
Selecta Cars nv/De Swaef  
BUS4YOU / De Turck bvba  
Muylaert nv  
Ros Beiaard ('t)/De Hauwere nv  
De Ras (Reizen) bvba  
Begonia Reizen bvba  
Van Bauwel-Van Rumst bvba/Johanna Cars  
Strobbé Autocars bvba  
Scheldevallei (De) Reizen nv  
Soete Waeslant ('t) Autocars / Jos Smet & Zn bvba  
Scheldeboorden nv  
ITA nv Autocars & Reisburo  
Heyerick bvba

**Flemish-Brabant**

Firmanaan  
Toptours nv  
Pajot Tours  
Bezembinder (De) Autocars  
Van Aerschot Autocars nv  
Pelikaan Cars nv  
Van Mullem & Zonen

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Luik

**Eurobussing Wallonie sa**  
Raoul Voyages sprl

**Luxemburg**

Doppagne Voyages S.A.  
Goedert Serge sprl  
Dislaire & Fils S.A

**Namens**

Toussaint Bus & Car sprl

**East-Flanders**

Firmanaan  
Zwijndrecht Cars bvba  
Mes nv/Rudy Cars  
Selecta Cars nv/De Swaef  
BUS4YOU / De Turck bvba  
Muylaert nv  
Ros Beiaard ('t)/De Hauwere nv  
De Ras (Reizen) bvba  
Begonia Reizen bvba  
Van Bauwel-Van Rumst bvba/Johanna Cars  
Strobbé Autocars bvba  
Scheldevallei (De) Reizen nv  
Soete Waeslant ('t) Autocars / Jos Smet & Zn bvba  
Scheldeboorden nv  
ITA nv Autocars & Reisburo  
Heyerick bvba

**Flemish-Brabant**

Firmanaan  
Toptours nv  
Pajot Tours  
Bezembinder (De) Autocars  
Van Aerschot Autocars nv  
Pelikaan Cars nv  
Van Mullem & Zonen
Wheelchair taxi's

Taxi Hendriks

Taxi Hendriks has 195 accessible cars and 5 branches in Flanders, Wallonia and Brussels. Hendriks Autocars disposes of luxury lift cars in different sizes.

Website: www.hendriks.be

Melsbroek:
Perksesteenweg 35D, 1820 Melsbroek
Tel: +32 (0)2 752 98 00
E-mail: info.melsbroek@hendriks.be

Overpelt:
Leopoldlaan 44, 3900 Overpelt
Tel: +32 (0)11 80 98 98
E-mail: info@hendriks.be

Gent:
Ottergemsesteenweg-Zuid 680, 9000 Ghent
Tel: +32 (0)9 216 80 20
E-mail: info.gent@hendriks.be

Antwerp:
Neerlandweg 17, 2610 Wilrijk
Tel: +32 (0)3 286 44 40
E-mail: info.antwerpen@hendriks.be

Wallonia:
Chaussée de Bruxelles 161d, 6040 Jumet
Tel: +32 (0)71 25 86 90
E-mail: info.wallonie@hendriks.be

Province of Antwerpen

Handi-Trans
Handi-Trans provides adapted transportation for wheelchair users on a 24 by 7 basis. The taxi is a Renault Kangoo fitted with a kneeling system and space for one wheelchair user and 3 other passengers.
Maantjessteenweg 222, 2170 Merksem (Antwerp)
Tel: +32 (0)3 218 68 23 (from 8am to midnight, every day)
Mobile: +32 (0)475 68 09 95
Website: www.handi-trans.be, e-mail: info@handi-trans.be

Antwerp-Tax
Antwerp-Tax is a family business that offers a wide variety of transport services, including wheelchair transport. Three Mercedes Benz minibuses have been specially converted to transport wheelchair passengers. Electric wheelchairs can also be transported.
Karel Oomsstraat 14, 2018 Antwerp
Tel: +32 (0)3 238 38 38
Fax: +32 (0)3 248 06 59
Website: www.antwerp-tax.be, e-mail: info@antwerp-tax.be

DTM taxi
This transport firm is located in Deurne and also offers wheelchair transport. DTM taxi has 2 specially converted vehicles with hydraulic lifts. Reservation in advance is necessary.
Vosstraat 323, 2100 Deurne
Tel: +32 (0)3 366 66 66
Website: www.dtmtaxi.info, e-mail: info@dtmtaxi.be

Province of Limburg

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

Transport Home Service (THS)

A Brussels taxi company that transports persons with restricted mobility (also outside Brussels), with the exception of bedridden persons. The company offers adapted vehicles with wheelchair lifts for 6 wheelchairs and 5 additional persons. J. Dubrucqlaan 224, 1080 Sint-Jans-Molenbeek
Tel: +32 (0)2 527 16 72, Fax: +32 (0)2 424 12 70
E-mail: info@home-service-ts.be
Website: www.home-service-ts.be

Taxi Blommaert

Taxi Blommaert offers a wheelchair accessible car. From this car the passenger seat can be changed in height and can turn for easier access.
Zavelstraat 108, 1500 Halle
Tel.: +32 (0)2 356 45 52 of +32 (0)475 70 19 60
Website: www.taxiblommaert.be, e-mail: info@taxiblommaert.be

Seniority services

Seniority is the initiative from a young inhabitant of Dilbeek. The transportation possibilities are aimed at elderly people and wheelchair users. A comfortable minibus equipped with all luxuries takes you to your destination. Seniority also offers a shopping service and assistance for excursions.

Website: www.seniority-services.be

Regio Pajottenland - Brussel
Contacteer: Thomas Tyteca
Tel: 0477/24.68.78
E-mail: info@seniority-services.be

Regio Leuven - Hageland
Contacteer: Thomas Goos
Tel: 0476/45.11.12
E-mail: info@seniority-services.be
If you are looking for a taxi in Brussels, you can contact one of the following taxi companies. Clearly state that you are a person with reduced mobility and that you are looking for special transport.

AUTOLUX on +32 (0)2 512 31 23
TAXIS BLEUS on +32 (0)2 268 00 00
TAXI CAPITAL on +32 (0)2 427 77 77
TAXIS UCCLOIS 2000 on +32 (0)2 374 20 20
TAXIS VERTS on +32 (0)2 349 49 49
UNITAX-BRABANT on +32 (0)2 725 25 25

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

For more information on accessible transport in Brussels
http://www.mobielbrussel.irisnet.be/pbm/ (available in French and Dutch only)
ADAPTED TRANSPORT SERVICES

An overview of the transport services offered in Flanders for mobility impaired persons can be found, together with all contact details at this website: www.odav.be (Dutch only)
This is the overview:

Antwerp

Antwerpse Rolkar V.Z.W.
Adres: Prof. Vanden Wildenberghlaan 2, 2100 Deurne
Tel: +32 (0)3 230 02 23 (8h30 until 16h30)
Fax: +32 (0)3 218 51 08
E-mail: boekingen@rolkar.be
Contact person: Ria Meert & Jo Libens
www.rolkar.be

Handicar Zoersel V.Z.W.
Adres: Bethaniënlei 108, 2980 Zoersel
Tel: +32 (0)3 383 67 65
Fax: +32 (0)3 385 01 15
E-mail: handicarzoersel@telenet.be
Contact person: Walter Van Bouwel
www.handicarzoersel.be

OCMW Mechelen
Adres: Hanswijkstraat 66, 2800 Mechelen
Tel: +32 (0)3 843 39 12
E-mail: rolkar-rivierenland@swimsir.be
Contact persons: Luc Van Der Auwera
www.ocmwmechelen.be

Adapted transport service Brasschaat
Tel: +32 (0)3 653 04 05

Adapted transport service Brecht
Tel: +32 (0)3 330 11 61

Handicar Essen
Nollekensstraat 5, 2910 Essen
Tel: +32 (0)3 636 06 98
E-mail: handicar@essen.be

Adapted transport service Kalmthout
Tel: +32 (0)3 666 70 62
Adapted transport service Kapellen
Tel: +32 (0)3 660 68 20

Adapted transport service Malle
Tel: +32 (0)3 310 05 11

Rolkar Rivierenland (Boom, Mechelen en Lier)
Adres: Tunnelweg 1, 2845 Niel
Tel: +32 (0)3 843 39 12
Fax: +32 (0)3 880 81 29
E-mail: rolkar-rivierenland@swimsir.be

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

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

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

FLEMISH-BRABANT

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

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

LIMBURG

VZW Zorgende Handen - SVHG
Adres: Koningin Astridlaan 32/2, 3500 Hasselt
Tel: +32 (0)11 29 10 44
E-mail: Eline.picqueur@svhg.be
Contact persons: Eline Picqueur
www.zorgendehanden.be

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

EAST-FLANDERS

DAV Dendermonde-Wetteren
Adres: Kwatrechtsteenweg 168, 9230 Wetteren
Tel: +32 (0)9 272 52 50
E-mail: aangepastvervoer@sintlodewijk.org, katrien.truyen@sintlodewijk.org
en marie-ange.vangysegem@sintlodewijk.org
Contact persons: Katrien Truyen en Marie Ange Van Gysegem
www.sintlodewijk.be

Dienstencentrum Zonneheem Eeklo
Adres: Schietspoelstraat 9, 9900 Eeklo
Tel: +32 (0)9 377 02 46
Fax: +32 (0)9 378 42 40
E-mail: zonneheem@eeklo.be
Contact person: Carlo Roegies
www.zonneheem.be

OCMW Lokeren
Adres: Lepelstraat 4, 9160 Lokeren
Tel: +32 (0)9 340 86 68
Fax: +32 (0)9 378 86 27
E-mail: Karolien.Ringoot@ocmw.lokeren.be en Natalie.Pieters@ocmw.lokeren.be
Contact persons: Karolien Ringoot, Natalie Pieters

WEST-FLANDERS

VZW Woon en Zorg H. Hart
Adres: Budastraat 30, 8500 Kortrijk
Tel: +32 (0)56 32 10 64
E-mail: vervoer@h-hart.be
Contact person: Joost Desmet
www.H-hart.be

MMC Oostende
Adres: Cirkelstraat 8, 8400 Oostende
Tel: +32 (0)59 55 40 50
Fax: +32 (0)59 55 40 97
E-mail: mmc.oostende@cm.be
Contact person: Annelies Gheeraert

OCMW Ieper
Adres: Dikkebusseweg 15a, 8900 Ieper
Tel: +32 (0)57 23 94 90
Fax: +32 (0)57 46 95 09
E-mail: seniorenteam@skynet.be
Contact person: Maarten Willems en Liesbet Van Eetvelt

OCMW Menen
Adres: Noorderlaan 1/A000, 8930 Menen
Tel: +32 (0)56 52 72 62
E-mail: thuiszorg@menen.be
Contact person: Gregory Banckaert

BRUSSELS

DAV Sociaal Vervoer Brussel
Fontainasstraat 13/2
1060 Brussel
Tel.: +32 (0)2 534 27 54 or +32 (0)2 544 12 44 (reservations)
Fax: +32 (0)2 534 27 54
Website: www.svbtransport.be
E-mail: Administratie: svbvzw@yahoo.com - Reservations: svb.reserv@yahoo.com
Contact person: Alex Penninckx/Vincent Bourke – reservations: Marie-Paul Neels
TRAVELLING BY PLANE

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

Refusing people due to a disability or reduced mobility is only possible in two cases:
- if an official law, decree or regulation exists
- if it is technically not possible to bring the passenger on board
In the event of a refusal, this must be justified clearly. In addition, airline companies must make every effort to find an acceptable solution, and if none can be found, they must refund any costs incurred.

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

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

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

Some general tips for plane travellers

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

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

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

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

Brussels Airlines offers a discount for blind and visually impaired persons.
The Federal Government Department for Social Security informed us that people travelling with SN Brussels Airlines can benefit from a 25% discount on the lowest available price for certain flights of this company:
- the “b.light” flights with destination or departure in Europe,
- the “economy” flights with destination or departure in Africa, Tel Aviv, Helsinki or Moscow.
To obtain this discount, the tickets must be reserved by phone and paid at the airport counter. You must also show your national discount card. Brussels Airlines will tell you by when the ticket has to be paid.

No discounts apply for:
- the “b.business” and “b.flex” flights, or the long distance flights of SN Brussels Airlines
- the flights of SN Brussels Airlines partner companies

If you are accompanied:
- your companion must buy a ticket at the normal rate
- your guide dog for the blind can travel for free

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

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

-Antwerp (Antwerp Airport)
All instructions for passengers with a disability can be found at www.antwerp-airport.be/contentpage_nl.php?p=passagiers.
We received the following information from their communication department:
- The car park is immediately adjacent to the airport building with reserved parking spaces at the entrance. Access via a ramp.
- Accessible toilet in the check-in zone.
- Travellers who require assistance can phone the airport on +32 (0)3 285 65 20.
- Discuss your request for assistance when you book your ticket so the airport is informed on time.

-Charleroi-Gosselies (Brussels South Airport)
Arrangements for passengers with a disability can be found at http://www.charleroi-airport.com/nl/passagiers/prm/index.html. On the left of the page, click “Informations PMR” to display a page with more detailed information. The information is only available in French. These are the main points:
- Notify the airport, your travel agent or the airline when you book your flight (at least 48 hours before departure) about your request for assistance. Provide all the necessary information.
- Make sure you are at the airport 2 hours in advance (during the summer, it is recommended you arrive 3 hours in advance), and at the agreed meeting point, or at the information kiosk opposite the information counter in the departure hall. Report that you have arrived by pressing the button (on kiosk) or by phoning +32 (0)71 251 211. Keep your reservation number handy.
- If you come by car and you are the driver, park the car in the Express Parking. If another person can drive, it is better to get out in the drop-off zone (dépose-minute).
The website also provides a form for requesting assistance and an overview of the distances and times for moving around between various locations in the airport. You can also see some photos of the situation in the airport. You can download the quality standards of the airport (in French) at: http://www.charleroi-airport.com/nl/pasagiers/prm/charte-qualite/index.html.

-Liége (Liège Airport)
An introduction is available at www.liegeairport.com/nl/begeleiding.
Specific examples of services provided for passengers with a disability:
- In the car park and at the information desk there are contact points where the passenger can request assistance upon arrival.
- The assistance service arranges, among other things, transportation to the check-in counter, helps with checking in luggage and guidance to the gate. If necessary, you can be brought to your seat in the aircraft.
- In the airport there are lifts and wheelchairs provided. Lowered pavements, adapted toilets and signposting also ensure better accessibility.
- On arrival there is, among other things, help with collecting your luggage. Assistance is also available for passengers changing flights in Liege.

- Ostend-Bruges (Ostend Airport)
An overview of the service for passengers with reduced mobility is available on www.ost.aero. Click English > Passenger > Practical information > PRM reduced mobility.
Specifics:
- Parking spaces
  Persons with reduced mobility who travel to the airport in their own vehicle can leave their vehicle behind in the passenger car park immediately opposite the passenger building, for the duration of their trip or stay in the airport building. Spaces are provided specially for these visitors and these spaces are indicated with the official symbol for persons with reduced mobility. These spaces are located near the exit of the car park. Vehicles parked in these spaces must display the official disabled permit.
- Automatic doors - lift
  The entrances to the passenger building open automatically and are wide enough to ensure that wheelchair users can enter the passenger building easily. The lift in the passenger building takes you to the 1st floor where you can take a smaller lift to access the Belair restaurant.
An additional document with information is available on the website.

- Zaventem (Brussels Airport)
Information for travellers with a disability can be found at www.brusselsairport.be > Passengers > Facilities > Reduced mobility.
- People with reduced mobility can use lifts, escalators, moving walkways and wide doorways to move about comfortably.
- Throughout the airport building, facilities for the disabled are clearly indicated. The standard international symbols are used.
• The entrances to the terminals open automatically and are wide enough to ensure that wheelchair users can easily reach the gates. Doors are marked with contrasting strips to make them more visible for the visually impaired.

• Lifts, escalators, moving walkways and slopes provide easy access to all levels in the airport for passengers with reduced mobility.

• The passenger lifts are spacious and suitable for wheelchair users.

• People with reduced mobility who are accompanied can also borrow a wheelchair at Brussels Airport. If you have a companion to push the wheelchair you can enjoy shopping or have something to eat or drink in the airport before your departure. The wheelchair can be left at the gate when it is time for the departure. When you arrive at Brussels Airport, several locations along the piers are provided where you can use a wheelchair to proceed to the exit.

• Passengers with reduced mobility who travel alone can obtain special assistance for moving around the airport. This service is provided by Axxicom Airport Caddy who ensure that the passenger in a wheelchair is brought to the gate. This service must be requested in advance through the airline (or your travel agent). They can also be contacted directly by calling: +32 (0) 2,753 22 12 51 – or e-mail: info-at-airportcaddy.be, website: www.airportcaddy.be

• If you bring and use your own collapsible or powered wheelchair you are requested to inform the travel agent or airline. Also ask them about special rules or arrangements that may apply. This is also the case for the destination airport.

• Parking: Car drivers dropping off or picking up passengers with reduced mobility to and from the airport, can park their vehicle near the airport building. The exact location is: the parking lane near entrance A of the arrival hall and the departure hall. The vehicle must, however, display the official disabled permit.

Disabled people who travel to the airport in their own car can leave their vehicle in the regular car parks for the duration of their trip. Reserved parking spaces are provided in these passenger car parks. These spaces are located as near as possible to the exits of the car parks. To park in these spaces, the vehicle must also display the official disabled permit.

• As a general rule, dogs are not allowed in the airport terminal building, however, assistance dogs are welcome at Brussels Airport.

Useful website
You can find more tips on the website www.flying-with-disability.org (in English). Your passenger rights and how to make a complaint are also discussed.
VH huurwagens BVBA
Rents adapted cars.
VH Huurwagens rents minivans with a fold out ramp.
The necessary material to safely attach the wheelchair will be provided.
The minivan is big enough for 4 wheelchairs. In front there are 3 more seats (driver and 2 passengers. With only 2 wheelchairs in the van 6 more seats are available (driver and 5 passengers)
The minivans can be picked up in: Geel – Tessenderlo – Hasselt – Balen – Mol – Messelbroek – Ramsel – Oud-Turnhout en Rijkevorst.
Acaciastraat 20
2440 Geel
Tel: +32 (0)14 23 78 24
E-mail: info@vhhuurwagens.be
Website: www.vhhuurwagens.be

Borinrent
Verhuurder van mobilhomes.
Borinrent
Mechelsesteenweg 86
2840 Rumst
Tel: +32 (0)15 31 35 19
Fax: +32 (0)15 31 86 10
E-mail: info@borinrent.be
Website: www.borinrent.be

Maesss Motorhomes
Not a rental firm, but a manufacturer and repair service for motor homes. Maesss Accesss provides conversions for the disabled.
Maes Motorhomes
Steenbrugstraat 114
Stasegem (Harelbeke)
Tel: +32 (0)56 22 51 44
Fax: +32 (0)56 21 61 31
E-mail: info@maesss.be
Website: www.maesss.be