

PAGE 1 OF 2 — BEFORE YOU LEAVE HOME

Complete each item before your trip — the earlier you plan, the smoother your journey will be.

Before You Leave Home

Book airport assistance

Contact your airline at time of booking — do not leave this until the day of travel

Book train assistance

Use the Passenger Assistance app — aim for at least 24 hours in advance, ideally more

Buy a RADAR key

Around £5 online — opens the majority of locked accessible public toilets across the UK

Download the step-free Tube map

tfl.gov.uk/maps/track/tube — essential if you are visiting London

Research your accommodation

Contact directly: ask about lifts, bathroom layout, grab rail positions and parking distance

Check AccessAble for every venue

[accessable.co.uk](https://www.accessable.co.uk) — independently verified, measurement-based access guides

Book attraction tickets in advance

Request accessible seating and companion tickets early — availability is limited

Arrange mobility equipment hire

[mobilityhire.com](https://www.mobilityhire.com) — wheelchairs, scooters and hoists delivered to your accommodation

Check Blue Badge parking rules

EU/EEA badges are recognised in the UK — visitors from elsewhere should check first

Get travel insurance

Must cover pre-existing conditions and mobility equipment loss or damage

Get a Hidden Disabilities Sunflower lanyard

[hdsunflower.com/uk](https://www.hdsunflower.com/uk) — discreetly signals to staff that you may need extra support

Get an Access Card

[accesscard.online](https://www.accesscard.online) — helps communicate needs for companion tickets and priority access

PAGE 2 OF 2 — EACH DAY OF YOUR TRIP • APPS • KEY RESOURCES

Each Day of Your Trip

Check live lift status before travelling
Open TfL Go app — a single closed lift can require a significant route change

Find your nearest Changing Places toilet
changing-places.org — search along your route before you set off

Confirm venue access on the day
Call ahead if access is critical — information goes out of date

Allow extra time at train stations
Staff need time to deploy the boarding ramp — arrive with time to spare

Carry your RADAR key
Many accessible toilets across the UK are kept locked

Download These Apps

TfL Go
Live lift status & London transport

Passenger Assistance
Book train assistance UK-wide

AccessAble
Detailed access guides on the go

Citymapper
Accessible routing in UK cities

What3Words
Precise location in rural areas

Google Maps
Wheelchair routing — verify accuracy

Key Resources

AccessAble
[accessable.co.uk](https://www.accessable.co.uk)
Independently verified, measurement-based access guides for thousands of UK venues

Euan's Guide
[euansguide.com](https://www.euansguide.com)
Honest access reviews written by disabled visitors themselves

Tourism for All
[tourismforall.co.uk](https://www.tourismforall.co.uk)
Properly assessed accessible accommodation across the UK

Passenger Assist
[passengerassistance.com](https://www.passengerassistance.com)
Book and manage train assistance across all UK operators

UK EMERGENCY & MEDICAL NUMBERS

999 Emergency services — ambulance, police, fire

111 NHS non-emergency helpline — available 24/7