

Intac Factsheet 17

Travelling By Sea

What you need to know

- European laws mean disabled people have rights when travelling by sea
- Ferry operators cannot refuse to carry you because of your disability
- Ferry operators must provide passengers with assistance to use services
- Standards for assistance have been set and apply when travelling anywhere in the EU
- If you require assistance you should let the airport or airline know at least 48 hours before you travel
- You have the right to complain if you feel you have not been treated well

Things to think about

- Think about how you will travel to the port and how easy it is to get to the boat
- Check what facilities are available at the port and on board
- Let the company know of your travel needs when booking
- If you are using a travel agent make sure they understand your travel needs
- Think if you might need to travel with someone
- Check if the company offers any discount for disabled people or older people
- Check how accessible the rest of your journey will be

Useful Information

The Consumer Council has produced a Guide for disabled people when travelling by sea. Contact:

The Consumer Council
Seatem House
28-32 Alfred Street
Belfast BT2 8EN

Telephone/Textphone : 028 9025 1600
Fax : 028 9025 1663
Email : info@consumercouncil.org.uk
Website : www.consumercouncil.org.uk

You may be interested in these other factsheets :-

- Transport and Your Rights
- Planning Your Journey
- If Things Go Wrong