

Accessible transport in Flanders and Brussels



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VISITFLANDERS

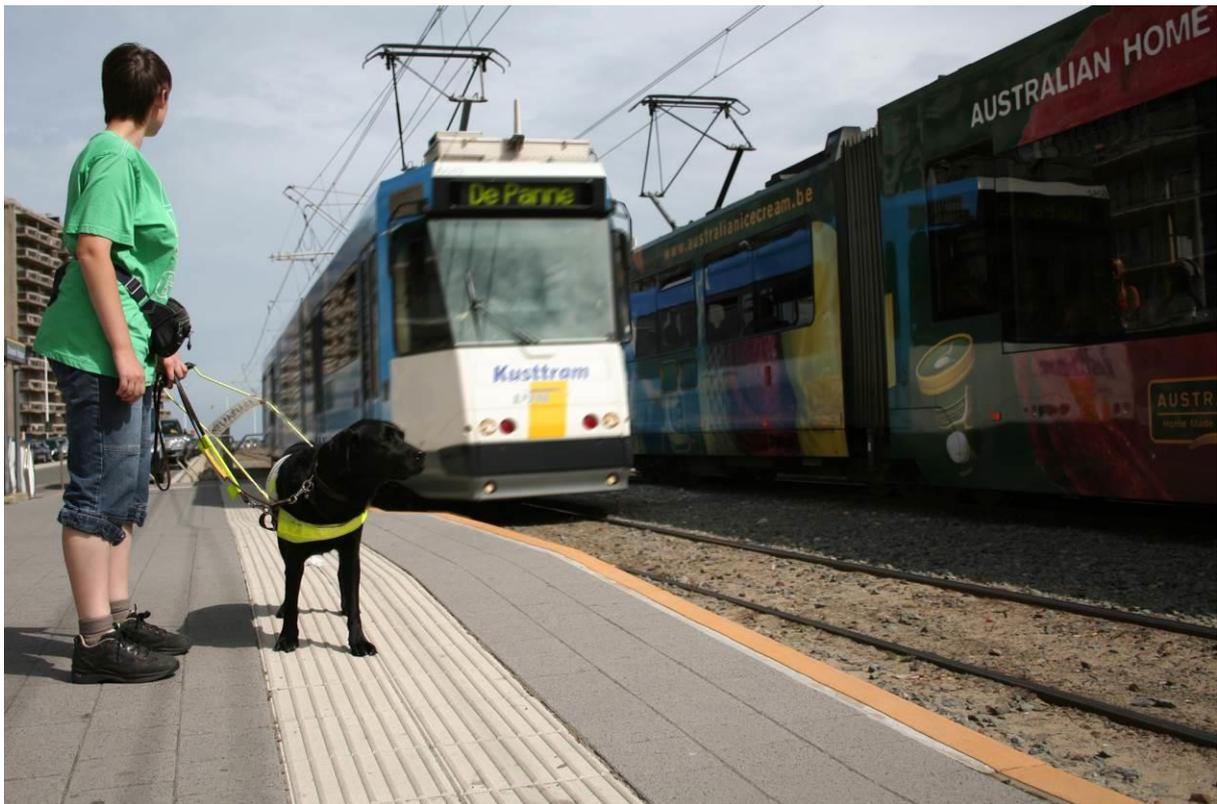
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www.accessibleflanders.be

Inhoudstafel

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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.navigeerenparkeer.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
Abdijbkestraat 9
8200 Bruges
Telephone: + 32 (0)50 40 73 73
Fax: + 32 (0)50 40 71 00
E-mail: info@westkans.be
Website: www.westkans.be

More Mobile – everyone underway

'MeerMobiel' bundles all information about accessible modified transport in Vlaanderen and in Brussels. In this one location, you can find the complete range of accessible public transport and all forms of door-to-door transport. Via the easy to use search engine, and via a postcode related search filter you can find your own local transport options. A handy map shows you a complete overview of all possible offers in one glance. MeerMobiel is *the* source of information if you need to know what services are available to support people with impaired mobility problems. This includes financial advantages such as discounts, arrangements, priority cards, and entitlements to support due transport.

MeerMobiel shows you the way!

Website: www.meermobiel.be
Telephone: +32 (0)11 26 50 30
E-mail: info@meermobiel.be



PUBLIC TRANSPORT

NMBS (Train)

<http://www.belgianrail.be/en/customer-service/passengers-with-reduced-mobility.aspx>

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. A free of charge audio-cd is also available and can be requested by using the following email address: assistance@nmbs.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:

Telephone: +32 2 528 28 28

Online reservation:

http://pmr.b-rail.be/pbm_prd/ReservationPage.aspx?lang=en

Website : www.sncb.be → Customer service → Passengers with reduced mobility (information in Dutch, French, German and English)

DE LIJN (Flanders)

<https://www.delijn.be/nl/overdelijn/organisatie/zorgzaam-ondernemen/toegankelijkheid/index.html>

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 width 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

For a reservation, the Belbus telephonist needs the following information:

- Name, address and phone number
- Date and hour of departure
- Place of departure and destination
- Amount of companions
- Type of wheelchair

Belbus

Wheelchair users that are subscribed at the VAPH (Flemish community of persons with an impairment - www.vaph.be) and live within a Belbus region, can ask for a stop in front of the door at the VAPH of at De Lijn.

Everyone will have to reserve for a ride with the Belbus. The reservation should be at least 2 hours beforehand. The Belbus has 1 spot for a wheelchair.

The belbus in your province:

Antwerp

Telephone.: +32 (0)3 218 14 94

Fax: +32 (0)3 218 14 29
belbus.ant@delijn.be

Limburg

Telephone.: +32 (0)11 85 03 00

Fax: +32 (0)11 85 03 02
belbus.limburg@delijn.be

East-Flanders

Telephone.: +32 (0)9 210 91 93

Fax: +32 (0)9 210 91 90
belbus.ovl@delijn.be

Flemish Brabant

Telephone.: +32 (0)16 31 37 00

Fax: +32 (0)16 31 37 05

belbus.vlbrab@delijn.be

West-Flanders

Telephone: +32 (0)59 56 52 56

Fax: +32 (0)59 56 52 36

belbus.wvl@delijn.be

Free of charge net contract for people with a disability

Free of charge net contract for people with a disability, who are registered with the VAPH: www.vaph.be or who receive subsidies from the Federal Government Service (Overheidsdienst Sociale Zekerheid) www.handicap.fgov.be and who also live in Vlaanderen, travel free of charge with De Lijn. These people automatically get their ticket sent home to them. The ticket allows free transport on all buses and trams of De Lijn for the card holder plus a guide dog if necessary.

Visual impairment

Persons with a visual impairment who own a national reducing card travel for free on the network of De Lijn.

Free of charge assistant

Transport for assistants is free on De Lijn buses and trams as long as the person with the special ticket also has a ticket for the assistant. These free tickets can be requested from the NMBS. More information from www.b-rail.be.

Service subscriptions:

For answers to your questions you can go to the De Lijn Subscription Service (Abonnementen De Lijn) Nieuwpoortsesteenweg 110, 8400 Oostende.

Telephone: +32 (0)70 220 200 (0.30 EUR/min), abonnementen@delijn.be or visit a local network shop in your area.

Coastal tram

All trams have a lowered mid section to allow people using a wheelchair with easier entry and exit. Currently the listed stops have elevated platform that guarantees easy accessibility:

- 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 Krokodiel

- 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 Waterkasteellaan
- De Haan Zwarte Kiezel
- Wenduine Konijnenpad
- Wenduine Harendijke
- Blankenberge Markt
- Blankenberge Station
- Blankenberge Duinse Polders
- Zeebrugge Zeesluis
- Heist Dijk
- Heist Heldenplein
- Heist Duinbergen

These stops are to be found on the coast tram route map at:

<https://www.delijn.be/nl/kusttram/index.html> and indicated by a wheelchair logo.

Accessible stops

Redevelopment of the stops will include a raised border stone which narrows the step up and allows the access ramp for people using a wheelchair to be extended. For people with visual impairments the entry surface will be fitted with rubber tiles and fitted with a connecting guideline. The most important stops will be supplied with real-time information screens that can also provide auditory information by pressing the button.

Blue Assist

Blue assist is a unique icon, that is recognized internationally. This icon helps people with a limitation to ask help from unknown people (For example bus drivers, other passengers). It is like helping a person with a visual impairment with a white stick. Blue assist exists in the form of a simple blue card, but also as smartphone application. On the smartphone, the recognizable Blue assist symbol emerges when a person with a mental impairment want to ask a question. For example when he or she wants to say when they want to get out of the public transport he or she is in.



MIVB (Brussels)

www.mivb.be/PMR_PBM.html?l=nl

METRO

You can request your metro transport from a maximum of 1 day to a minimum of 1 hour prior to your journey. Assistance in the metro is only provided from Monday to Sunday between 0700 and 20:45.

This can be done by either communicating the intended journey by phoning our Contact Centre on +32 (0)70 23 2000 (0.30€/min)(accessible from Monday to Friday from 08:00 to 19:00, and 18:00 during school holidays and Saturdays from 08:00 to 16:00). Alternatively by completing a form via email.

Another option is to use the especially designated phone near the desk. This will result in an assisting officer being sent along as soon as possible.

In any case, support is provided from the desk and for the next part of the journey. The trip can only take place between two stations that offer the necessary facilities. If a change of trains is required, this will happen at the Beekkant station. The price remains the same as for a standard trip and does not incur any extra costs.

For obvious reasons, travel during peak hours is best avoided as much as possible. The number of people using a wheelchair is limited to one per metro carriage section.

Accessible stations can be found on the website via the link:

http://www.stib.be/irj/go/km/docs/STIB-MIVB/INTERNET/attachments/Plan_reseau/Plan_M_09-2014.pdf

BUS

Only listed bus lines are made accessible to people using a wheelchair.

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

See the net plan on <http://www.stib.be/Accessibus.html?l=nl> to know if a bus stop meets your needs. The accessibility of bus stops is represented by two symbols.



Accessible without help



Accessible with help

At the locations, you will recognise modified bus stops and buses by the blue wheelchair logo. On board of the bus, the level of accessibility for each stop will be shown on real-time information screens.

TaxiBus

TaxiBus is a collective form of public transport, by request and from door-to-door. TaxiBus is only available who have been licensed by the Federal Government Service (Overheidsdienst) (FOD) Social Security (Zekerheid) as people who have a handicap*.

To be able to use the Taxibus you need to register by telephone on +32 (0)2 515 23 65 and by completing the registration documents.

Bookings need to be done by phone on +32 (0)2 515 23 65 or via the website www.mivb.be and this needs to be done at the latest on the last business day before the required transport.

More information about Taxibus is found via de link: http://www.stib-mivb.be/irj/go/km/docs/STIB-MIVB/INTERNET/attachments/Taxibus/LeafletTaxibus_NL.pdf

More information about accessibility in public transport:

<http://www.mobielbrussel.irisnet.be/pbm/>

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	ANTWERPEN
Polder (De) Autocars nv	ANTWERPEN
Arizona Autocars bvba	ANTWERPEN/DEURNE
Marcel Cars bvba	DESSEL
Duinen (De) nv	HERENTALS
Laakdal Cars BVBA	LAAKDAL/VORST
New Meret Cars bvba	MEERHOUT
Kempen Reizen (De) bvba	RETIE
International Coach Traffic	RIJKEVORSEL
Tijlcars bvba	TURNHOUT
Conny Cars bvba	WESTERLO

Henegouwen

Degrève Voyages sa	ATH
RR Tourisme sprl	CHARLEROI
Desmet (Voyages) sa	CHARLEROI/JUMET

Limburg

Alk Reizen bvba	ALKEN
Wilg (De) Touringcarbedrijf	BREE
Zigeuner (De) nv/Vanheusden	DIEPENBEEK
Kroon Reizen bvba	GENK
Eurotouring nv	LOMMEL
Staf Cars nv	LOMMEL
Hendriks Autocars nv	OVERPELT
Witte Merel (De) bvba	SINT-TRUIDEN
Baus Reizen nv	WELLEN

Luik

[Eurobussing Wallonie sa](#)
[Raoul Voyages sprl](#)

FLÉMALLE
FLÉMALLE

Luxemburg

[Doppagne Voyages S.A.](#)
[Goedert Serge sprl](#)
[Dislaire & Fils S.A](#)

MARCHE-EN-FAMENNE
MESSANCY
HOUFFALIZE

Namen

[Toussaint Bus & Car sprl](#)

BEAURAING/WINENNE

East-Flanders

[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](#)
[Strobbe Autocars bvba](#)
[Scheldevallei \(De\) Reizen nv](#)
[Soete Waeslant \('t\) Autocars / Jos Smet & Zn bvba](#)
[Scheldeboorden nv](#)
[ITA nv Autocars & Reisburo](#)
[Heyerick bvba](#)

BEVEREN-WAAS/MELSELE
DENDERMONDE
GENT
GERAARDSBERGEN
HAALTERT/DENDERHOUTEM
LEBBEKE
LEDE
LOCHRISTI
LOKEREN
LOVENDEGEM
OUDENAARDE/EINE
SINT-NIKLAAS
TEMSE
WETTEREN/MASSEMEN
ZULTE

Flemish-Brabant

[Toptours nv](#)
[Pajot Tours](#)
[Bezembinder \(De\) Autocars](#)
[Van Aerschot Autocars nv](#)
[Pelikaan Cars nv](#)
[Van Mullem & Zonen](#)

AARSCHOT
LENNIK
SCHERPENHEUVEL-ZICHEM
SCHERPENHEUVEL-ZICHEM
TIELT-WINGE
TIELT

Brabant-Wallon

[M.G. Cars scri](#)
[New Car Location sa](#)

ITTRE/VIRGINAL-SAMME
TUBIZE

West-Flanders

[Vermeeren Reisburo bvba](#)
[Clicking T.G. nv](#)
[Mandel Car Toerisme nv](#)
[Gino Tours nv](#)
[Demuynck & Vansteelandt nv](#)
[Sercu bvba](#)
[Meibloem \(De\) nv](#)
[Cortina Garage bvba](#)

HARELBEKE
IZEGEM
IZEGEM
JABBEKE
KORTRIJK/BELLESEM
ROESELARE
TIELT
ZWEVEGEM/OTEGEM

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

Telephone: +32 (0)2 752 98 00

E-mail: info.melsbroek@hendriks.be

Overpelt:

Leopoldlaan 44, 3900 Overpelt

Telephone: +32 (0)11 80 98 98

E-mail: info@hendriks.be

Ghent:

Ottergemsesteenweg-Zuid 680, 9000 Ghent

Telephone: +32 (0)9 216 80 20

E-mail: info.gent@hendriks.be

Antwerp:

Neerlandweg 17, 2610 Wilrijk

Telephone: +32 (0)3 286 44 40

E-mail: info.antwerpen@hendriks.be

Wallonia:

Chaussée de Bruxelles 161D, 6040 Jumet

Telephone: +32 (0)71 25 86 90

E-mail: info.wallonie@hendriks.be

Province of Antwerp

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. Ordering is also possible via the downloadable app.

Karel Oomsstraat 14, 2018 Antwerp

Telephone: +32 (0)3 238 38 38

Fax: +32 (0)3 248 06 59

Website: www.antwerp-tax.be, e-mail: info@antwerp-tax.be

Handi-Trans

Handi-Trans provides modified wheelchair transport, 24 hours a day, 7 days per week.

The taxi, a VW Caddy Maxi, is fitted with a kneeling system. Per journey, one standard (manual or electric) wheelchair user can travel with 4 companions or 1 large wheelchair plus one companion or 6 people without wheelchair (limited baggage). They also organise transport for people with other impairments such as blindness, Alzheimer's disease etc... They also provide general personal transport (airport, private transport...) and courier services. The Handi-Trans depot is in Berchem.

Maantjessteenweg 222, 2170 Merksem (Antwerp)

Telephone: +32 (0)3 218 68 23 (from 8:00 to 0:00 u, 7/7)

Mobile phone: +32 (0)475 68 09 95

Website: www.handi-trans.be, e-mail: info@handi-trans.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

Telephone: +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), has lift busses for transporting a maximum of 6 people using a wheelchair at the one time.

Turfstraat 54, 3600 Genk

Telephone: +32 (0)475 30 62 91

Fax: +32 (0)89 30 72 77

E-mail : info@taxipeters.be

Website: www.taxipeters.be

Province of Flemish Brabant and Brussels

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

Telephone: +32 (0)2 356 45 52 or +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

Region of Pajottenland - Brussels

Contact person: Thomas Tyteca

Telephone: +32 (0)477 24 68 78

E-mail: seniorenteam@skynet.be

Region of Leuven - Hageland

Contact person: Thomas Goos

Telephone: +32 (0)476 45 11 12

E-mail: seniorenteam@skynet.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:

Province of Antwerp

MAV-proefproject Antwerp

MAV stands for Mobiliteitscentrale Aangepast Vervoer.

The different offer with own conditions and prices makes it impossible to have a clear overview about the adapted transport. As the center of the collaboration between governments and different transport providers, MAV is looking for the most suitable transport mode for the applicant. Also, the bottlenecks in the regional offer of adapted transport are identified.

Contact person: Grete Deferme, Responsible for the project

Test area: Arendonk, Baarle-Hertog, Balen, Beerse, Dessel, Geel, Grobbendonk, Herentals, Herenthout, Herselt, Hoogstraten, Hulshout, Kasterlee, Laakdal, Lille, Meerhout, Merksplas, Mol, Olen, Oud-Turnhout, Ravels, Retie, Rijkevorsel, Turnhout, Vorselaar, Vosselaar of Westerlo

E-Mail: Grete.Deferme@iok.be

Telephone: +32 (0)14 56 42 64

Website: www.meermobiel.be/nl/mobiliteitscentrale-aangepast-vervoer-en-mav-proefprojecten/#mobiliteitscentrale

Antwerp Rolkar NFP Organization

Address: Prof. Vanden Wildenberglaan 2, 2100 Deurne

Telephone: +32 (0)3 230 02 23 (workdays 8u30 to 16u30; 12-13u = answering machine)

Fax: +32 (0)3 218 51 08

E-mail: boekingen@rolkar.be

Coordinators: Ria Meert & Jo Libens

www.rolkar.be

7 Days a week, from 6h30 to 23h30

Rolkar Rivierenland (Boom, Mechelen and Lier)

Offers transport for persons with a handicap or seriously reduced mobility.

Address: Tunnelweg 1, 2845 Niel

Telephone: +32 (0)3 843 39 12

Fax: +32 (0)3 880 81 29

E-mail: rolkar-rivierenland@swimsir.be

7 Days a week, from 6h30 to 24h00

Handicar Zoersel V.Z.W.
Adress: Bethaniënlei 108, 2980 Zoersel
Telephone: +32 (0)3 383 67 65
Fax: +32 (0)3 385 01 15
E-mail: handicarzoersel@telenet.be
Contact person: Geert Rombouts
www.handicarzoersel.be

OCMW Mechelen
Adress: Lange Schipstraat 27, 2800 Mechelen
Telephone: +32 (0)3 843 39 12
E-mail: rolkar-rivierenland@swimsir.be
Contact person: Luc Van Der Auwera
www.sociaalhuismechelen.be

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

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

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

Adapted transport Kalmthout
Telephone: +32 (0)3 666 70 62

Adapted transport Kapellen
Telephone: +32 (0)3 660 68 20

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

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

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

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

Province of Flemish Brabant

Mobility Centre for Modified Transport (MAV)

MAV can answer all of your questions related to mobility issues.

The MAV project of Vlaams-Brabant assists you via three domains:

- Information about all transport options for people with impaired mobility problems.
- Referral to all possible providers of modified transport.
- Allocation of modified transport to the Services of Modified Transport Leuven or Grimbergen, to a commercial taxi provider.

The MAV project Vlaams-Brabant covers the entire Vlaams-Brabant province.

You can reach us by calling our free of charge number: +32 (0)800 26 990.

Email : vlaamsbrabant@mav.info

Website : www.mav.info

Province of Limburg

MAV-proefproject Limburg

MAV stands for Mobiliteitscentrale Aangepast Vervoer.

The different offer with own conditions and prices makes it impossible to have a clear overview about the adapted transport. As the center of the collaboration between governments and different transport providers, MAV is looking for the most suitable transport mode for the applicant. Also, the bottlenecks in the regional offer of adapted transport are identified.

Test area: Beringen, Ham, Hechtel-Eksel, Leopoldsburg, Lommel, Overpelt

Contact person: Evelien Dekens

E-Mail: Evelien.dekens@limoce.be

Telephone: +32 (0)11 29 26 91

Website: www.meermobiel.be/nl/mobiliteitscentrale-aangepast-vervoer-en-mav-proefprojecten/#mobiliteitscentrale

SOLmobiel (+)– SVHG

Website: http://www.solidariteit.be/Welzijnszorg_SolMobielPlus.aspx

Solmobielplus is a transport service for members of Euromut, Securex, Partena and OZ and only for non-urgent medical transport.

Bookings can be requested via the following phone numbers:

Euromut +32 (0)78 15 50 92

Securex +32 (0)78 15 12 45

Partena +32 (0)2 218 22 22

OZ +32 (0) 78 15 24 21

Pending the patients' mobility, transport can be arranged:

- with a volunteer for sitting-person vehicle transport (must make cash payment)
- professional sitting personnel transport (in case no cash payment is possible or no volunteer is available)
- wheelchair transport
- ambulance transport

Solmobiel is the transport service for members of the 'Liberale Mutualiteiten' (400, 403, 404, 407, 415, 417), of the 'Neutrale Ziekenfondsen' (200, 203, 206, 226, 235), the NMBS (900).

This is also for non-urgent medical transport only.

Booking requests need to be made via +32 (0)78 055 100

Only transport for sitting passengers can be arranged; provided by volunteers using their own vehicle.

DAV Leopoldsburg

Adress: De Wittelaan 4, 3970 Leopoldsburg

Telephone: +32 (0)11 34 02 53 and +32 (0)11 34 02 55

E-mail: marijke.martens.ole@cipal.be

Contact person: Marijke Martens

Province of East-Flanders

DAV Dendermonde-Wetteren

Adress: Kwatrechtsteenweg 168, 9230 Wetteren

Telephone: +32 (0)9 272 52 50

E-mail: aangepastvervoer@sintlodewijk.org, katrien.truyen@sintlodewijk.org

and marie-ange.vangysegem@sintlodewijk.org

Contact persons: Katrien Truyen and Marie Ange Van Gysegem

Website: www.sintlodewijk.be

Lokaal dienstencentrum Zonneheem Eeklo

Adress: Schietspoelstraat 9, 9900 Eeklo

Telephone: +32 (0)9 377 02 46

E-mail: zonneheem@eeklo.be

Contact person: Carlo Roegies

Website: www.zonneheem.be

OCMW Lokeren

Adress: Lepelstraat 4, 9160 Lokeren

Telephone: +32 (0)9 340 86 68

Fax: +32 (0)9 378 86 27

E-mail: Karolien.Ringoot@ocmw.lokeren.be and Natalie.Pieters@ocmw.lokeren.be

Contact persons: Karolien Ringoot, Natalie Pieters

Province of West-Flanders

VZW Woon en Zorg H. Hart

Adress: Budastraat 30, 8500 Kortrijk

Telephone: +32 (0)56 32 10 64

E-mail: vervoer@h-hart.be

Contact persons: Joost Desmet

www.H-hart.be

MMC Ostend

Adress: Cirkelstraat 8, 8400 Ostend

Telephone: +32 (0)59 55 40 50

Fax: +32 (0)59 55 40 97

E-mail: mmc.oostende@cm.be
Contact person: Toby Opstaele

Seniorenteam - OCMW Ieper
Adress: Dikkebusseweg 15a, 8900 Ypres
Telephone: +32 (0)57 23 94 90
Fax: +32 (0)57 46 95 09
E-mail: seniorenteam@ocmwieper.be
Contact persons: Maarten Willems en Liesbet Van Eetvelt

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

Brussels

DAV Social Transport Brussels
Fontainasstraat 13/2
1060 Brussels
Telephone: +32 (0)2 534 27 54 (administration) - +32 (0)2 544 12 44 (reservations)
Fax: +32 (0)2 534 27 54
Website: www.svbtransport.be
E-mail: Administration: svbvzw@yahoo.com – Reservation: svb.reserv@yahoo.com
Contact person administration: Vincent Bourke - Reservations: Marie-Paul Neels/ Hilde Vanstalle

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

Telephone: +32 (0)2 277 44 04 or +32 (0)2 277 44 05

Fax : +32 (0)2 277 42 58

passenger.rights@mobiliteit.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.

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

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/passagiers/prm/charte-qualite/index.html>.

-Liège (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@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.

ADAPTED CARS AND MOTOR HOMES

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

Telephone: +32 (0)14 23 78 24

E-mail: info@vhhuurwagens.be

Website: www.vhhuurwagens.be

Transport Desmet-Naert NV

Rents an adapted car.

Regina Wautersweg 15

8800 Roeselare

Telephone: +32 (0)475 50 50 97

Website: www.rolstoelautoverhuur.be

Florimmo comm v a

Rents an adapted motor home.

Floralienlaan 363.02

2600 Berchem

Telephone: +32 (0)472 67 72 49

E-mail: dirkvk@skynet.be