

## Accessible travel in Flanders and Brussels

This information leaflet gives an overview of accessible transport in and from Flanders and Brussels:

- ◆ Public transport
  - NMBS (train)
  - De Lijn (bus and tram) in Flanders
  - MIVB (metro, bus and tram) in Brussels
- ◆ Bus companies with lift bus.
- ◆ Wheelchair taxi's
- ◆ Services for adapted transport
- ◆ Air travel
- ◆ Motor homes

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.

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Accessible Travel Info Point – Tourism Flanders

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# **Public transport**

## **NMBS**

### **Guide for travellers with restricted mobility**

This Belgian Railways brochure contains among others a detailed list of stations with all amenities for travellers with restricted mobility. It can be obtained from: NMBS - Reizigers Nationaal, Bureau 021 A - sectie 27, Frankrijkstraat 56, 1060 Brussels, tel: +32 2 525 26 31. More information as well as an overview of the stations with their amenities can be found on the website: [www.b-rail.be](http://www.b-rail.be) or by clicking on this link: <http://www.b-rail.be/nat/N/practical/limitedmobility/index.php>.

This is the most important information that can also be found on the website:

“Wheelchairs always travel free of charge. Considering the weight and the handling difficulties of wheelchairs, you can only use them when the departure and destination stations as well as the possible connecting stations have mobile ramps (please consult the website or contact information above for more information). The term "wheelchair" covers any normal wheelchair, tricycle or any other vehicle, whether operated manually or having an engine.

“It is vital you get in touch with your station of departure at least 24 hours in advance. You will be asked to give the following information: the exact day and time when you will be travelling, your selected departure and arrival stations and any stations where you may have to change trains, the nature of your disability, and the type of assistance required for your journey. The personnel at the station of departure can correctly inform the colleagues at the other stations, and they will help you find the best route, based on station accessibility and amenities. The staff and equipment (mobile ramp) will be ready for you at the agreed travel date. The train staff will also be told that you will be travelling. To ensure a pleasant trip, make yourself known at the station at least 15 minutes before your train is due to leave.”

“For international travel starting from Belgium, you need to contact the station information services at the stations concerned. They will gladly help you. Indeed, each railway network has its own, very different, facilities.”

## **DE LIJN (Flanders)**

### **Free monitor**

A person with a disability (living in Flanders or Brussels) who has a monitor card, can be accompanied free of charge by a fellow citizen on their travels on buses or trams operated by De Lijn.

People with mental disabilities or with a visual impairment, restricted limb mobility or with uncoordinated movements, which make travelling alone by tram or bus difficult, can apply for a monitor card. You can apply for the card with the season ticket service of De Lijn in your province. A medical certificate stating the

degree of disability or impairment and a copy of your identity card must be joined to your application.  
Info: 070 220 200 - Website: [www.delijn.be](http://www.delijn.be) .

### **Coastal tram**

All trams have a lowered middle part to allow wheelchair users to get on and off more easily. Presently 9 of the 70 tram stops are equipped with a raised platform to guarantee accessibility. The objective is for each coastal town to have at least 1 accessible tram stop. The following tram stops are already accessible:

Blankenberge Station, Bredene Campings, De Panne Station Adinkerke, Lombardsijde St.-Laureins, Middelkerke Bad, Belle Vue and Krokodiel, Oostende Station, Lombardzijde bad, Lombardsijde Ysermonde, Middelkerke De Greefplein and Heist Duinbergen.

These stops are marked on the coastal tram route map on [www.dekusttram.be](http://www.dekusttram.be) marked with a wheelchair logo. New changes will be reflected on the website as well as in the brochures.

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, is announced both visually and auditively and has 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 (Brussels)

### **Metro**

Persons with restricted mobility can obtain assistance to buy their ticket and to reach the train platform by way of the access ramp. This should preferably be requested by calling number 0900 10 310 between 1 day and 1 hour before starting your trip. 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: Heizel, Delacroix, De Brouckère, Stokkel (entrance through the shopping center), Maalbeek (entrance Etterbeeksesteenweg), Centraal Station, Erasmus, Coovi, Eddy Merckx, Het Rad, Belgica, Sint-Katelijne, Vandervelde and Naamse Poort. You can find these on the metro map on the website: [www.mivb.be](http://www.mivb.be).

### **Bus**

Presently only 1 line is accessible to wheelchair users: line 71. According to the MIVB, a fold-out ramp and a system with camera, blinking lights and sound signal make it easier for persons with restricted mobility to get on the bus unassisted.

### **Minibus**

The MIVB organises an extra service for minibuses for the transport of persons with a disability. This is an on-demand service. This is a

“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 a.m. to 11 p.m. After 8.30 p.m. there is only a limited service.

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 2 515 23 65 or mail to [minibus@stib.irisnet.be](mailto:minibus@stib.irisnet.be).

### **Tram**

The trams on lines 91, 92 and 93 have low floor access to make them more accessible. However, they do not have an access ramp. This will be remedied in new trams in the future..

More information on the accessibility of metro, tram and (mini)bus can be found under the heading ‘services for disabled persons’ on the MIVB website ([www.mivb.be](http://www.mivb.be)).

## 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 <http://www.fbaa.be/> 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):

<b>Company</b>	<b>Town</b>
<a href="#"><u>Toptours nv</u></a>	AARSCHOT
<a href="#"><u>Polder (De) Autocars nv</u></a>	ANTWERPEN
<a href="#"><u>Arizona Autocars bvba</u></a>	ANTWERPEN/DEURNE
<a href="#"><u>Degrève Voyages sa</u></a>	ATH
<a href="#"><u>Toussaint Bus &amp; Car sprl</u></a>	BEAURAING/WINENNE
<a href="#"><u>Zwijndrecht Cars bvba</u></a>	BEVEREN-WAAS/MELSELE
<a href="#"><u>Urmetz sa</u></a>	CHARLEROI
<a href="#"><u>Desmet (Voyages) sa</u></a>	CHARLEROI/JUMET
<a href="#"><u>Globetrotter (De) nv</u></a>	DEINZE
<a href="#"><u>Mes nv/Rudy Cars</u></a>	DENDERMONDE
<a href="#"><u>Zigeuner (De) nv/Vanheusden</u></a>	DIEPENBEEK
<a href="#"><u>Raoul Voyages sprl</u></a>	FLÉMALLE
<a href="#"><u>K.A.V. nv Busonderneming</u></a>	GEEL
<a href="#"><u>Kroon Reizen bvba</u></a>	GENK
<a href="#"><u>Selecta Cars nv/De Swaef</u></a>	GENT
<a href="#"><u>De Turck bvba</u></a>	GERAARDSBERGEN/GRIMMINGE
<a href="#"><u>Muylaert nv</u></a>	HAALTERT/DENDERHOUTEM
<a href="#"><u>Vermeeren Reisburo bvba</u></a>	HARELBEKE
<a href="#"><u>Duinen (De) nv</u></a>	HERENTALS
<a href="#"><u>Ivo Tours</u></a>	HOUTHALEN-HELCHTEREN/HELCHTEREN
<a href="#"><u>Mandel Car Toerisme nv</u></a>	IZEGEM
<a href="#"><u>Gino Tours nv</u></a>	JABBEKE
<a href="#"><u>Demuyneck &amp; Vansteelandt nv</u></a>	KORTRIJK/BELLELEM
<a href="#"><u>Laakdal Cars</u></a>	LAAKDAL/VORST
<a href="#"><u>Ros Beiaard ('t)/De Hauwere nv</u></a>	LEBBEKE
<a href="#"><u>De Ras (Reizen) bvba</u></a>	LEDE
<a href="#"><u>Pajot Tours</u></a>	LENNIK

<b><u>Deliège Voyages</u></b>	LIMBOURG
<b><u>Van Bauwel-Van Rumst bvba/Johanna cars</u></b>	LOKEREN
<b><u>Eurotouring nv</u></b>	LOMMEL
<b><u>Doppagne Voyages S.A.</u></b>	MARCHE-EN-FAMENNE
<b><u>Blomme Autocars bvba</u></b>	NINOVE
<b><u>Scheldevallei (De) Reizen nv</u></b>	OUDENAARDE/EINE
<b><u>Overijse Cars bvba</u></b>	OVERIJSE
<b><u>Hendriks Autocars nv</u></b>	OVERPELT
<b><u>Vermeulen-Molengalm bvba</u></b>	RANST/OELEGEM
<b><u>Soete Waeslant ('t)/ Jos Smet &amp; Zn</u></b>	ST-NIKLAAS
<b><u>Meibloem (De) nv</u></b>	TIELT
<b><u>Van Mullem &amp; Zonen</u></b>	TIENEN
<b><u>Tijlcars bvba</u></b>	TURNHOUT
<b><u>Baus Reizen nv</u></b>	WELLEN
<b><u>Heyerick bvba</u></b>	ZULTE
<b><u>Cortina Garage bvba</u></b>	ZWEVEGEM/OTEGEM

## Wheelchair taxi's

### **Taxi Hendriks**

A taxi firm that offers optimal travel comfort and adapted transport for people with disabilities. Taxi Hendriks has 115 accessible cars and 4 branches in Flanders, Hainaut, Brussels and Antwerp.

Hendriks Autocars disposes of luxury lift cars in different sizes.

More Information:

Website: [www.hendriks.be](http://www.hendriks.be)

Melsbroek:

Perksesteenweg 35D 1820 Melsbroek

Tel: 02 752 98 00

Fax: 02 782 98 01

E-mail: [info.melsbroek@hendriks.be](mailto:info.melsbroek@hendriks.be)

Overpelt:

Leopoldlaan 44 3900 Overpelt

Tel: 011 80 98 98

Fax: 011 64 99 72

E-mail: [info@hendriks.be](mailto:info@hendriks.be)

Gent:

Brugsesteenweg 606-608 9030 Mariakerke

Tel: 09 216 80 20

Fax: 09 216 80 21 -

E-mail: [info.gent@hendriks.be](mailto:info.gent@hendriks.be)

Antwerpen:

Neerlandweg 17 2610 Wilrijk

Tel: 03 286 44 40 – fax: 03 286 44 41 –

E-mail: [info.antwerpen@hendriks.be](mailto:info.antwerpen@hendriks.be)

### **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

More information:

Turfstraat 54 3600 Genk

Tel: 089 35 14 95

Fax: 089 30 72 77

Mobile: 0475 30 62 91

Website: [www.taxipeters.be](http://www.taxipeters.be). e-mail: [taxi.peters@pandora.be](mailto:taxi.peters@pandora.be)

### **Taxi Gimido**

Gimido transports all persons with restricted mobility, with the exception of bedridden persons. The company is located in Brussels and offers a wheelchair accessible bus that can transport up to 5 wheelchair users and three additional persons at the same time.

More information:

Meer info:

Av. R. Jurdant 82

Tel: 0476 95 41 93

Fax: 02 771 16 02

E-mail: [d.decadiau@hotmail.com](mailto:d.decadiau@hotmail.com)

### **Transport Home Service**

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.

Tel: +32 2 527 16 72, fax: +32 2 424 12 70.

## 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:

<http://www.mobiel-dav.be/andere.htm>.

This is the overview:

### **PROVINCE of ANTWERP**

#### 1. DAV DE ANTWERPSE ROLKAR V.Z.W.

Adres: Binnenplein 18/5 2600 Berchem

Tel: 03/230.02.23

Fax: 03/218.51.08

E-mail: [Antwerpse-Rolkar@pi.be](mailto:Antwerpse-Rolkar@pi.be)

Contact person: Ria Meert

#### 2. HANDICAR ZOERSEL V.Z.W.

Adres: Bethaniënlei 108 2980 St.-Antonius-Zoersel

Tel en Fax: 03/385.01.15

E-mail: [handicarzoersel@planetinternet.be](mailto:handicarzoersel@planetinternet.be)

Contact person: Walter Van Bouwel

#### 3. OCMW MECHELEN - AANGEPAST VERVOER VOOR PERSONEN MET EEN HANDICAP

Adres: Bruul 52 2800 Mechelen

Tel: 015/29.20.98

Contact person: Marleen Huybrechts, Ward Op de Beeck, Jos Joostens

4. HANDICAR MOL

Adres: Jakob Smitslaan 20 2400 Mol  
Tel: 014/33.00.50  
E-mail: rob.philipsen.omo@cipal.be  
Contact person: Rob Philipsen

**PROVINCE of FLEMISH-BRABANT**

5. DAV GRIMBERGEN

Address: Vilvoordsesteenweg 11/A 1850 Grimbergen  
tel: +32 2 270 94 36  
fax: +32 2 270 15 45  
e-mail: [dav.grimbergen@pandora.be](mailto:dav.grimbergen@pandora.be)  
Contact person: Miet Ringoot

6. DAV MOBIEL LEUVEN V.Z.W.

Address: Vanden Tymplestraat 33 3000 Leuven  
tel: +32 16 20 53 83  
fax: +32 16 65 28 47  
e-mail: [mobiel.dav@skynet.be](mailto:mobiel.dav@skynet.be)  
E-mail Reservations: [dispatching@mobiel-dav.be](mailto:dispatching@mobiel-dav.be)  
Contact persons: Marleen Van Der Geeten and Geert Van Nieuwerburgh

**PROVINCE of LIMBURG**

7. DAV HASSELT

Address: Kleine Breemstraat 36 3500 Hasselt  
tel: +32 11 25 37 78  
fax: +32 11 21 50 41  
e-mail: [zorgendehanden.hasselt@skynet.be](mailto:zorgendehanden.hasselt@skynet.be)  
Contact persons: Josée Collas-Costermans

8. DAV LEOPOLDSBURG

Address: De Wittelaan 4 3970 Leopoldsburg  
Tel: +32 11 34 02 53 and 011 34 02 55  
fax: +32 11 34 02 11  
e-mail: [ann.celen.ole@cipal.be](mailto:ann.celen.ole@cipal.be)  
Contact person: johan Geuens

**PROVINCE of EAST-FLANDERS**

9. DIENST AANGEPAST VERVOER DENDERMONDE-WETTEREN

Adres: Kwatrechtsteenweg 168 9230 Wetteren  
Tel: 09/272.52.50  
E-mail: [katty.carion@mpi-sintlodewijk.zvl.org](mailto:katty.carion@mpi-sintlodewijk.zvl.org)  
en: [marie-ange.vangysegem@mpi-sintlodewijk.zvl.org](mailto:marie-ange.vangysegem@mpi-sintlodewijk.zvl.org)  
Contact person: Katty Carion en Van Gysegem Marie Ange

10. LOKAAL DIENSTENCENTRUM ZONNEHEEM EEKLO

Adres: Schietspoelstraat 9 9900 Eeklo  
Tel: 09/377.02.46  
Fax: 09/378.42.40  
E-mail: [zonneheem@pi.be](mailto:zonneheem@pi.be)  
Contact person: Carlo Roegies

11. OCMW LOKEREN DIENST VERVOER ROLSTOELGEBRUIKERS

Adres: Lepelstraat 4 9160 Lokeren  
Tel: 09/340.86.81  
Fax: 09/340.86.78  
E-mail: [roger.swens@ocmw.lokeren.be](mailto:roger.swens@ocmw.lokeren.be)  
Contact person: Carolien Ringoot

12. VZW WOON EN ZORG H. HART MINDERMOBIELENVERVOER-KORTRIJK

Adres: Budastraat 30 8500 Kortrijk  
Tel: 056/32.10.00  
E-mail: [directie@h-hart.be](mailto:directie@h-hart.be)  
Contact person: Joke Tavernier en Alex Moens

**PROVINCE of WEST-FLANDERS**

13. DAV MMC CM OOSTENDE

Address: Cirkelstraat 8 8400 Oostende  
tel: +32 59 55 40 50  
fax: +32 59 55 40 97  
e-mail: [hanne.hosten@cm.be](mailto:hanne.hosten@cm.be) and [mmc.oostende@cm.be](mailto:mmc.oostende@cm.be)  
Contact person: Hanne Hosten

14. DAV DIENSTENCENTRUM DE KERSECORF - OCMW IEPER

Address: Rijke Klarenstraat 83 8900 Ieper  
tel: +32 57 20 37 78  
fax: +32 57 46 95 06  
e-mail: [seniorenteam@skynet.be](mailto:seniorenteam@skynet.be)  
Contact person: Maarten Willems

**BRUSSELS**

15. DAV SOCIAAL VERVOER Brussels

Address: Fontainasstraat 13/2 1060 Brussel  
tel: Administration: +32 2 534 27 54 and Reservations: +32 2 544 12 44  
fax: +32 2 534 27 54  
e-mail: [svbpenninckx@yahoo.com](mailto:svbpenninckx@yahoo.com)  
Contact persons: Alex Penninckx  
(Reservations: Marie-Paule Neels)

The website also gives an overview of all transport services for persons with restricted mobility in Flanders, that have similar activities. The list is too long to publish here. Those who don't have internet access can always ask us for a print-out.

# Air travel

## **Introduction**

More and more airlines and airports around the world are providing facilities for disabled passengers. For example, if you travel from Belgium it is good to let the travel agent know right away that you have an impairment. If you need assistance, you will be asked to check in extra early. There are also special rules for the transport of certain aids and appliances and for groups of disabled persons. In practice this means that for travellers with electric wheelchairs specific conditions apply to the types of batteries used. In principle the airline should not raise any objections if your wheelchair is equipped with dry (gel) batteries. If your wheelchair has wet batteries, some airlines will not allow you to take it, others will require the rental of a special container to avoid leaking during the flight. It would be best to enquire in advance.

## **Useful websites**

The English website <http://www.flying-with-disability.org> provides clear tips on how to avoid unpleasant surprises. It also informs you of your rights as a passenger and explains the procedures for logging a complaint if necessary.

On one point this organisation has found its master: the Allgohere comprehensive index of airlines with their specific policy with regard to disabled travellers is second to none. Following the link <http://www.allgohere.com/> and clicking on Airlines is a must. Very informative!

## **Brussels Airport**

A number of useful tips for travellers with a disability or impairment can be found on the Brussels National Airport Zaventem website:

<http://www.brusselsairport.be/en/airportinfo/specialcare/reducedmobility>

The following text can be found on the website:

“Please note that any request for special assistance should be mentioned when booking your flight.

Persons who wish to apply for special assistance are requested to notify their airline (either in person or through their travel agent) when booking their flight or, at the latest, 48 hours before their flight. Those who can get to the check-in desk by their own means do not have to do anything else. The airline will forward their request for assistance to the airport.

Passengers, who also require assistance between the train station, bus station or car park exit and the check-in desk, have to notify the provider Intergom Airport Caddy at least 36 hours in advance. They can either do so by phone (02 753 22 12) or fax (02 753 22 11), through the provider's website ([www.airportcaddy.be](http://www.airportcaddy.be)) or via e-mail ([info@airportcaddy.be](mailto:info@airportcaddy.be)).

On arriving at the airport, passengers will be able to announce their presence by using one of the dedicated call points outside the terminal. These call points are located at the train station, bus station and car park exits and near the taxi

stands. Passengers can also proceed directly to the special assistance desk in the departure hall of the airport.

Please inform your travel agent, airline or handling agent in advance if you use a collapsible or powered wheelchair. Please ask them about special arrangements or any rules that may apply. This is also important for the airport of destination.

If you have a connecting flight at Brussels Airport, airline staff will take you to the designated gate. If Brussels Airport is your final destination, you can ask to be accompanied to the "Meeters & Greeters" area in the arrivals hall or to one of the special pick-up points outside the terminal.

In the terminal, facilities for the disabled are clearly signposted and identified with the standard international symbol.

Automatic doors: the entrances to the terminal open automatically and are large enough for wheelchair users to get to the departure gates by themselves. The doors are marked with contrasting strips to make them more visible for the visually impaired.

Elevators - Escalators: elevators, ramps and escalators provide easy access to all levels. The spacious passenger elevators are suitable for wheelchairs.

Short stay parking in front of the airport terminal

Car drivers bringing or collecting passengers with reduced mobility to and from the airport can park their car in front of the terminal. The parking spaces are located near entrance A to the departure and arrivals halls. The car should however display an official disabled parking permit.

Parking spaces for the disabled

Disabled people who travel to the airport in their own car can, while they're away, leave their vehicle in one of the airport car parks. Every car park provides dedicated parking spaces marked with the customary "Disabled Parking Only" sign. These spaces are located as close as possible to the exits of the car parks. To be allowed to use these spaces, the vehicle is required to display a disabled parking permit.

Assistance dogs - guide dogs for the blind

As a general rule, dogs are not allowed in the airport terminal building. For assistance dogs we gladly make an exception: they are welcome to Brussels Airport. If you want to know if assistance dogs are allowed in the cabin of a particular flight, please check with your travel agent or airline."

## Motor homes

### **B.Free**

Looking for a motor home totally adapted for wheelchair users, or would one with small alterations suffice? The B.Free company from Erpe-Mere hires out, sells and builds adapted vehicles.

More information:

Tel: 053 78 39 01

Fax: 053 75 09 49

Website [www.bfree.be](http://www.bfree.be) e-mail: [info@bfree](mailto:info@bfree)

### **SanNi**

The SanNi company in Mol provides ergonomic camping equipment and also hires out specially adapted motorhomes. For information about the service and conditions:

SanNi bvba

Milostaat 65 2400 Mol (België)

Tel en fax: +32 (0)14 31 54 67

Gsm: 0473 21 09 02

Website: [www.sanni.be](http://www.sanni.be).

E-mail: [aangepastemobilhome@sanni.be](mailto:aangepastemobilhome@sanni.be) of [ergostyle@sanni.be](mailto:ergostyle@sanni.be)