

How to plan your holiday

The right information and good planning will help you have an enjoyable, hassle-free holiday. **Andrew Harding** looks at how to find the right accommodation in a good location – and how to get there and back

This guide is a starting point from where you can do your own holiday research and ask the right questions – a bit like travelling itself. The internet is an invaluable research tool for everything from booking at Butlins to access in the Andes. Access is improving all the time because new disability laws, specialist holiday companies and more disabled travellers are creating better awareness and facilities.

HOLIDAYS IN THE UK

Country cottages, hotels, caravan parks, coach tours, city breaks and holiday parks (which have self-catering accommodation or hotels along with entertainment and outdoor recreation), can all be accessible for

people with reduced mobility. In 2007, 1,330 people with arthritis told Arthritis Care about their holiday preferences. Most people said they wanted mainstream holidays with some adaptations, not arthritis-only services. While there is no one guidebook or website that includes all accessible places to stay, some of the best are listed in the contacts box on page 28. Larger hotels and recently refurbished properties tend to have the best access, and websites often include some information on accessibility. Discuss your needs directly with hotel reservation managers or owners.

Places to stay

One way to get the accommodation you need is to take it with you. Caravan sites

are often very accessible, according to Rosie Howes, who has osteoarthritis. Her caravan has a fixed bed and higher work surfaces to make things easier. 'It's the ideal holiday for us,' she says. 'There are so many wonderful places to stay at Caravan Club sites. They have excellent facilities and are very accommodating to disabled people, right down to a choice of staying on grass or a hard surface.'

Melvyn Bradburn, who has osteoarthritis in his lower back, has been in a timeshare scheme for 15 years and has a good choice of places to stay in. 'I can't sit on lower chairs or sofas for more than a few minutes so I tell the company we need a ground floor room or one near a lift, and a higher style chair,' he says.

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Holiday cottages come in a wide range of styles and locations. Newer buildings or conversions are usually more accessible, with adapted bathrooms and no steps around the building. Ruth Hollingsworth, who has rheumatoid arthritis, found a good cottage through a company on the internet. 'The website gave plenty of detail, although I had to book before being able to talk to the cottage owner to find out more about their setup and how it would work for me,' she says. 'Remembering to check the access road is essential because driving over bumps is very painful. I had to cancel one place, because although the building was good, the road would have been unbearable.'

Some holiday camps also provide good access and facilities. Kathleen Smith, who has osteoarthritis, often goes by coach to stay at Butlins in Skegness. 'I book most things online now, but I phone them to say what facilities I need and ask for them to confirm it in writing. It's all quite easy. I stay in a chalet which is wheelchair accessible and book a scooter to get around. Shopmobility have scooters for free hire in many places, but when going somewhere new I always check to find out there will be one there.' Local tourist offices have details, or visit www.shopmobilityuk.org or call 08456 442 446.

Accessible hotels

There are two voluntary rating schemes to look out for. Both are overseen by the UK Government's tourist board, VisitBritain, and cover accommodation from simple bed and breakfasts to hotel suites. The first is



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the National Accessible Scheme, which identifies three broad levels of access. However, only a small minority of venues are fully involved. Those that are will show this on their brochures and websites, so look for places that make a serious effort to promote themselves as disability friendly. Participating venues need to provide an access statement with information about their facilities and services. In Scotland and Northern Ireland the scheme just covers mobility. 'When I started working for Tourism for All (part of VisitBritain) I realised that travel could be made easier,' says Carrie-Ann Fleming who uses a wheelchair. She runs their information

service which helps people to plan accessible holidays.

The second is a national standards scheme, that in 2008 began using a standardised star-grading system – doing away with different schemes in Scotland, England and Wales. The more stars, the more luxury. Northern Ireland has a separate star-rating system, and there is also a compulsory scheme to assess minimum safety standards for all accommodation.

Since October 2004 all businesses including hotels have to do what they can to make their premises accessible, under the Disability Discrimination Act (DDA). 'In practice, larger hotels and chains have put in wider doors, created fully adapted rooms and made it easier for people with limited mobility to move around reception areas,' said Miles Quest from the British Hoteliers Association. 'They are not allowed to charge disabled people extra for this.' Smaller hotels must also do what is considered reasonable to accommodate disabled people, but the adaptations are often not required to be as extensive.

Transport

Driving is often the easiest way to get to your destination. The right car can make a big difference to your comfort, according to Melvyn. 'I find it very difficult to bend or to sit on low chairs, so I bought a Renault Scenic because of the higher

Don't be fooled by appearances – remember to check the details of your holiday home carefully before you arrive



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Take your accommodation with you – caravanning can be the ideal solution for some

seat,' he says. Trains and local buses often provide much better disabled access than even five years ago. Coaches have been slower to change, although can be accessible including some airport transfer buses.

Many heritage railways now have a train carriage with wider doors and a space for wheelchairs, and stations with disabled toilets, but do contact the railway beforehand. See the *Getting out and about* feature in *Arthritis News* Feb/March 2009 for more information on UK transport. New regulations covering airports and airlines across Europe give people with mobility problems the right to free assistance.

Discounts out and about

Lots of places – cinemas, theme parks and attractions – have concessions for disabled

people and free entry for carers. This is not always mentioned on websites or leaflets. Before you visit, always call to ask about access, concessions, how you can avoid standing in queues, and if you can hire a wheelchair or scooter. Your Blue Badge is good ID but if you will be using it to park your car, bring your current DLA entitlement letter. It is also worth getting a disabled bus pass, even if you do not use public transport, as it has your photo and clearly states that you are disabled.

Cinema discounts are available across the UK if you have a CEA (Cinema Exhibitors Association) card which entitles the holder to a free ticket for their companion (visit www.ceacard.co.uk or Tel: 0845 123 1292).

As an Arthritis Care member, you will receive a minimum 25 per cent discount

off weekend stays, including up to 35 per cent off Friday and Sunday nights, at over 200 Crowne Plaza, Holiday Inn and Express by Holiday Inn hotels throughout the UK. Call 020 7380 6526 or see www.arthritis.org.uk/membership

City breaks – get away to it all

Here are some tips on three popular cities – Edinburgh, London and York. Start with a good map to make sure a hotel is close to where you need to be. Avoid a long journey to and from the city centre.

In Edinburgh, the castle has wheelchair access to many but not all of the rooms, and has a courtesy vehicle to take people from the castle esplanade up to Crown Square. Holyroodhouse has a lift to the first floor.

Decide what part of the centre you want to be near in London. The Bloomsbury district near the British Museum has lots of large hotels with good access. South Kensington has the Science, Natural History and Victoria and Albert Museums as well as Harrods and Hyde Park nearby – but it's a bit of a trek from there to Bloomsbury. Buses and taxis are fairly accessible, but not the tube in central London.

In York, there are a lot of cobbled streets and cafes with steps. York Minster, the railway museum and Yorkshire museums are accessible, as is the York Wheel – a small version of the London Eye ferris wheel.

CASE STUDY: LOUISE SCHULTZ, 34, JUVENILE ARTHRITIS

'Good relationships make a holiday so much easier. Wherever I am – from backpacking in Australia to a short stay in Italy – I find most people want to help and have good ideas for places to visit. When researching a holiday I look for a travel agent with staff who are experienced and show a real interest in helping me find what I need.

Before booking, I will always call a hotel myself to check that it will be suitable for me, and if there isn't a fridge in the room, I ask the hotel manager if I can keep my medication in a staff fridge. I find this works well.

Although it can still be hard to explain that I can't do certain things, we all need to ask people for help sometimes. I have met some wonderful, interesting people this way and made really good friends when travelling.'

HOLIDAYS ABROAD

There is even more to think about when planning a holiday abroad – from finding out about accessible places to stay and the medical help available abroad, to working out how to get to your destination.

Planning

Planning can make or break a holiday before it begins. Allow plenty of time because there is a lot to do and think about. Once you have decided what type of holiday you want – sightseeing, galleries and museums, or a beach resort – think about how much walking you can do, and on what surfaces. Old picturesque towns tend to have cobblestones and fewer footpaths. ‘Look carefully at the descriptions – whether it is flat, hilly, and what distances are involved – to get an idea of the ease of walking,’ says Karen Parry who developed rheumatoid arthritis 10 years ago. Guidebooks and the internet are useful starting points, and good travel agents, tour operators, and other peoples’ experiences are all useful sources of information. For insider knowledge, log on

CASE STUDY: KAREN PARRY, 40s, RHEUMATOID ARTHRITIS

‘I developed RA nearly 10 years ago. I love travelling, so now I research and plan a holiday in more detail, and find smaller cities in Europe easier to get around. I look carefully at the geography of a place, then ask people for ideas and get feedback from websites. I also like to find out how to get healthcare in the country I will be going to.

I generally use larger hotel chains because they often have better access and more choice of rooms. Once when I found a bed was really uncomfortable, I explained the problem to the reception staff, and they took me from room to room until I found a suitable bed.

I don’t book holidays a long way in advance, but have picked up some good last-minute deals by being flexible about where to go. If you enjoy travel, you should never stop if you don’t have to.’

to the Trip Advisor website – www.tripadvisor.co.uk – where people post their reviews of destinations and places to stay. ‘I say to people: “This is my situation what would you suggest?”’ says Louise Schultz, who has rheumatoid arthritis. ‘When planning a holiday I look for experienced travel agent staff who will help me find something suitable, even though I may not end up booking with them.’ The golden rule is to ask about the details of anything that claims to be accessible.

When researching hotels and places to stay, you will get the best information about the features and access of a hotel by

contacting their reservations line directly, advises Tracy Smith who has rheumatoid arthritis and used to work in reservations for a five-star hotel. ‘They will be able to tell you exactly what the facilities are. You don’t have to book with them [directly] but you can get the information from them before booking through a travel agent.’ To be extra sure, ask the person to describe the facilities to you in detail, including the height of toilets, washbasins and beds, and to confirm them with you in writing.

It is often the small details that matter, as discovered by Alan Brown, who has osteoarthritis. ‘In one hotel, the pool had a hygiene area with a shower that you had to walk through. I was in my wheelchair and couldn’t go through to join my grandchildren.’

‘Terms like “level access” don’t always mean what we think,’ says Keith Richards from the Association of British Travel Agents (ABTA). Hotels and local tourist information centres can be good sources of information on local transport and facilities. See the checklist box to decide which features and services are essential for you – and which would be convenient.

Cruising

Another type of holiday you could consider is a cruise. Access and facilities for people who are less mobile are improving, especially on the newer ships, but do your research. Disabled access cabins include wider doors, large bathrooms, roll-in showers, and ramps to get on to the balcony. While ships are exempt from the Disability Discrimination Act, shipping companies in the UK must provide accessible terminal waiting areas and booking facilities. Check:

- the distance from your cabin to the lifts

Postcard perfect views – but negotiating uneven paving and hilly streets can be tricky when you have arthritis



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- the width of the lifts
- that outside decks can be reached without assistance
- procedures for getting off the boat at smaller ports (which are usually indicated by an anchor)
- assistance for people with limited mobility to use the pool.

Medical matters

Your GP or consultant can help you to prepare, starting with sufficient supplies of your medication. Get these well before you depart. Make sure you have a letter from your GP or consultant that says you have arthritis and the medication you are taking. This is important if you are travelling with syringes and also very helpful if you have a flare-up while you are away. 'It really helped to have a good relationship with my consultant who I could contact when I needed to,' says Louise. 'It helped me to get hospital appointments and medication when I went backpacking for six months.'

When flying, drugs should be clearly labelled and taken in your hand luggage. Some airlines won't put things in a fridge for you so take a cooler-bag if needed.

You may be asked by airport security, and sometimes customs, for a doctor's letter – but in practice this doesn't always happen. To find out what medical help is available if you have a flare-up, contact the hotel and ask if they have details of local doctors, hospitals and pharmacies. Some countries do not allow certain drugs such as codeine, which is used in many pain-relieving medications, so contact the British embassy or consulate in that country for further details.

Before you book

Specialist travel agents often inspect all the accommodation in their brochures – a service reflected in their prices and not something most other agents can do. 'Travel

IS YOUR TRIP ACCESSIBLE?

Not everyone will need all of this but this is a starting point for things to consider before booking.

- Hotel location – not up a steep hill.
- Hotel close to shops, public transport and attractions (but beware of noise).
- Can drive up to the main doors, and no steps or loose surfaces around entrance.
- Staff who will carry your luggage when you arrive and depart.
- Seats in a hotel reception.
- Accessible toilets in the reception area.
- Lifts and doors for a wide wheelchair.
- A room near the lift (if you don't mind some background noise).
- Size and layout of the room and bathroom with plenty of room to move around.
- Walk-in shower with a chair.
- Step-free access to all dining and public areas, including the pool.
- Grab rails for the bath.
- Grab rails for the toilet (left or right).
- Raised toilet seat.
- Room fridge for medication.
- Mobility equipment hire from the hotel or somewhere nearby.
- No gates or rough paths to the beach/other attractions.
- Accessible activities and day trips on offer.

agents have a widely used checklist which they should use to find out what your needs are,' says Keith Richards. Big ones like Thomson often have a specialist service. 'Customers with specific requirements can contact our special assistance team who can advise on the suitability of hotels, request particular accommodation and handle all airline and overseas mobility needs,' says a spokesperson from Thomson.

Here is what to do if it is essential for you to have an adapted room or specific type of access. First, 'tell this clearly to the person you are booking with and make it clear that

Cruising into the sunset

the holiday depends on it,' advises Keith Richards. Ask your travel agent or tour company to check with the hotel directly. Get their answers in writing and take them with your other travel documents. Second, contact the hotel yourself to confirm they have what you need and if there is anything else you need to book in advance. Third, ask for your request to be an essential part of the holiday contract, and not made as a request. It must be shown as such on the confirmation invoice. Check this carefully when you receive it and take it with you on holiday.

Check the details of airport transfers. Ask how many steps there are on an airport shuttle bus and how high they are, and how long it takes to get to the hotel.

Also ask if you are liable for the cost of a transfer taxi if you are unable to use a shuttle bus when told it was suitable for you. If needed, it is often possible to book an adapted taxi yourself (see the contacts box).

Preventing problems

When making the booking with a travel agent or tour company, find out who to contact if any problems arise when you are on holiday. You must contact them immediately, not at the end of the holiday. Problems with a hotel should first be taken to the manager. Collect evidence to back up your claims with photos on your camera or phone. Problems that cannot be resolved with an agent or tour company should be taken to Consumer Direct (visit www.consumerdirect.gov.uk or call 0845 404 0506). In Northern Ireland visit www.consumerline.org or call Consumerline on 0845 600 6262.

Always book a holiday with a tour operator displaying an ATOL logo and licence number. ATOL protects you from losing your money or being stranded abroad if things are cancelled or a company goes out of business. Booking ➔ p26

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a holiday over the internet gives you the freedom to put your own package together and can save on travel agent fees, but there is less protection. There is no right to cancel a week or two after paying, and it also means you have full responsibility to find out how to get what you need.

Insurance

The right policy is a must. Always tell the insurance company about your arthritis and any hospital appointments, tests or changes in medication in the preceding weeks. Most companies have a medical screening line to call. The safest approach is to get approval from the insurance company in writing before you book the holiday. 'I always tell them about my arthritis and what medication I am on,' says Louise. 'I encourage insurance companies to contact my doctor so they can get up-to-date medical information about me.'

Premiums are sometimes more than with a standard policy but it is worth paying a bit extra for the cover you are most likely to need. There are many specialist insurers to go to if you are having difficulty getting standard cover. Make sure the policy does not exclude cancellations if you – or someone close to you – becomes unwell, and that it covers your luggage and a wheelchair, should you take one. If you plan to hire a scooter or wheelchair, check that your insurance will cover you. If travelling as a couple, a joint policy could

HAND LUGGAGE CHECKLIST

- Medication.
- Doctors' letters.
- Emergency contact numbers for your doctor, relative/next of kin.
- Booking confirmation invoice(s).
- Dictionary with local words for key medical terms.
- Ticket, boarding pass if relevant, and passport.
- Some tried and tested shoes, walking sticks (maybe a type that opens into a seat), and puncture repair kit for a wheelchair could also be useful.

Remember to put '112', the EU emergency number in all languages into your phone as well as your insurance emergency number, and your bank's international credit card stop number in your phone. Check whether you can use your phone abroad and the costs.

CASE STUDY: DOUGLAS MOORE, 72, OSTEOARTHRITIS

'We have been holidaying in Skegness for the past few years. My wife and I both have OA in our feet and legs so it is not so easy for us to get around. Skegness is quite flat and there are plenty of seats along the promenade for us to sit and rest. We always find hotel staff very helpful and don't feel we have to call ahead in the UK to find out if a hotel will be accessible, although we either need a ground floor room or a lift.

As it's getting harder to drive we often go by coach. I have a real soft spot for Scotland and there are plenty of nice places in the UK we still want to visit – we would love to go back to Wales, visit Guernsey and Jersey, and would also love to go to Austria to see the Vienna Boys Choir.'

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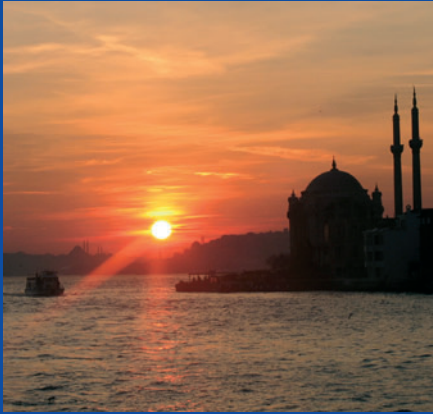


Ask for a wheelchair to help you get around the airport if you have difficulties standing for long periods or walking long distances

SOME TOP HOLIDAY DESTINATIONS

TURKEY

There are some resorts and hotels around the Aegean Sea with good access, and major airports like Istanbul have wheelchair access and adapted toilets. Istanbul is hilly with uneven paving. Legislation was introduced in 2007 to improve access in public places by 2014.



FRANCE

Paris has two museums with very good access – the Louvre and Musee d’Orsay – otherwise access is not as good as London. The Eurostar has special rates for wheelchairs users and a carer. Nice is fairly flat except for the area around the archaeological museum and steps down to a pebbled beach. Monaco has lots of steep hills and stairs.



ITALY

Venice can be done if you can manage some steps. Most water buses are wheelchair accessible, and some bridges in the historic centre have ramps or half-height steps. In Florence, the Uffizi, Accademia and Bargello are wheelchair accessible. In Rome, St Peter’s Basilica and the Vatican museum have lifts, and there is a chairlift to the Sistine Chapel.



SPAIN

Barcelona has plenty of ramps in the city and good access around the harbour. The Gothic Quarter and the Modernism Route have good access. Coastal resorts: many are accessible for people with reduced mobility – from airports, transport and getting around. In Benidorm and the Valencia coast for example there are ramps to the beaches and long, accessible promenades. Tenerife is also widely accessible.



THE USA

Although it involves a long flight, once you get there, almost every town, hotel, restaurant and public area has very good access, thanks to strict disabled access codes.



CYPRUS

There are few ramps to buildings and archaeological sites, plenty of uneven pavements, but access is improving, especially in the new hotels in the south and around Polis.



MALTA

It’s warm, English is widely used and there is much to see without a steep walk down to the beach. A few of the famous yellow buses have wheelchair access and the old buses are rather bumpy.



FURTHER INFORMATION:

www.professionaltravelguide.com

cover cancellation costs if the other person can’t travel. Make sure to get a European Health Insurance Card for state-funded medical provision in many European countries, although it will not pay for you to get back to the UK. See *Arthritis News* June/July 2008 for more information on insurance.

Getting there – flying

New regulations covering air travel in Europe now require airports to help people who need any form of assistance to check in, move around the airport, get on the aircraft and to move around in it. Contact

your airline directly or tell your travel agent or tour company exactly what assistance you will need – they must inform the airport and airline. ‘If the airport does not receive them, it must still make “all reasonable efforts” to provide assistance,’ says Mark Stone, from the Equality and Human Rights Commission. ‘Airports are responsible as far as the seat on the plane, and airlines are responsible on the plane.’ If you travel in a wheelchair it is worth asking the airline about the arrangements at the destination airport for getting off the plane, especially for smaller airports.

Even if you don’t normally use a

wheelchair, you can request one for use in the airport, to save lots of standing and walking. Peter Begbie, who has osteoarthritis in his spine, flies regularly from Bristol to Germany. ‘The first time I asked for a wheelchair at the airport I felt quite despondent but it was a very good feeling to have asked – and people have always been very helpful.’

You should also be met at your destination and helped to get through the airport. Airlines are not allowed to charge for assistance. If you do not get the assistance you need, ask airport staff to show you the nearest help point and

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remind them that you are legally entitled to help. Problems with an airline regarding access that cannot be resolved should be taken to the Equality and Human Rights Commission or the Consumer Council in Northern Ireland.

Smart money

With EU countries more expensive at the moment, here are a few tips to get the best from your money. Always shop around and compare the price for a holiday in a brochure with its price online. This can sometimes be lower. Book early for good rates – or stay flexible to get last minute discounts. Pay for your holiday with a credit card because you will be protected if a company goes out of business (applied to payments over £100). Order currency online at www.travelx.co.uk – pick it up at the airport, but always pre-order to get a good exchange rate. Travel with cash, a credit card and get a prepaid currency card. Beware high charges for paying with your debit card and for withdrawing cash from an ATM with your credit card. Ask what concessions are given to disabled people and carers. Buy food and drink from the departure lounge, not on the aircraft. If you plan to drive at all, car hire can be cheaper than airport transfers in a taxi.

Your rights

The Disability Discrimination Act in the UK requires reasonable adjustments to be made for access and assistance to most buildings that provide a service to the public. This isn't always the case in other countries so a UK company has to do their best to find you something suitable. There are consumer protection laws across Europe to cover you if a company goes out of business – most package holidays and guided tours are covered by the EU Package Travel Directive (this usually applies where transport and accommodation are sold as one package at one price). Other EU directives cover self-booked holidays.

Disability laws vary across Europe. Ireland is much the same as the UK, and Spanish legislation on disability recognises

USEFUL CONTACTS

Here are some good sources of information about accessible accommodation and travel. New websites are being set up all the time – many by disabled people. Typing words like 'disabled access' and your destination into a search engine will lead you to useful sites. After your holiday, post your own experiences online to help other people.

ACCESSIBLE ACCOMMODATION UK

Three of the best websites with detailed descriptions and photos of a wide range of hotels and public places:

- www.disabledgo.info
- www.directenquiries.com
- www.goodaccessguide.co.uk – best for cottages and chalets

Tourism For All

More than 800 accessible places to stay
www.tourismforall.org.uk
Tel: 0845 124 9971

Holidays in Britain and Ireland 2009

Detailed information on more than 1,500 places
www.radar.org.uk/radarwebsite/tabid/4/default.aspx
Tel: 020 7250 3222

The Rough Guide to Accessible Britain

175 ideas for accessible days out
www.accessibleguide.co.uk
Tel: 0800 953 7070

ACCESSIBLE ACCOMMODATION ABROAD

Holidays and accommodation
www.disabledaccessholidays.com
Tel: 0845 257 0113

Hotels and resorts in Europe and beyond
www.accessatlast.com
Tel: 01772 814555

Specialist travel agencies
www.accessibletravel.co.uk
Tel: 01452 729739

www.canbedone.co.uk
Tel: 020 8907 2400

www.enableholidays.com
Tel: 0871 222 4939

GENERAL

Arthritis Care
www.arthritiscare.org.uk/PublicationsandResources/Hotelsandholidayinformation

AA Disabled Travellers Guide
www.theaa.com/breakdowncover/disabilities_information.html
Tel: 0800 26 20 50

Access information
www.globalaccessnews.com

Airport transfers in wheelchair adapted vehicles
www.holidaytransfers.com
Tel: 01444 253 919

Air travel rights
www.equalityhumanrights.com/airtravel
Tel: 0845 604 6610

Bookings one-stop shop
www.travelsupermarket.com

Disability information
www.ableize.com

Feedback on UK and international hotels
www.tripadvisor.co.uk


Scooter/wheelchair hire
www.mobilityabroad.com

Services for disabled travellers
www.disabledtraveladvice.co.uk

that things that are not inclusively designed can lead to discrimination. In Germany, legislation mainly applies to government buildings. Italy introduced laws in 2006 requiring businesses and venues to provide suitable access for disabled visitors.

Travel-wise

It might sound obvious, but avoid the rush to see as much as you can. Decide how best to pace yourself with activities you enjoy. Break up the days into small amounts

of exercise, followed by a rest. If you are worried about holding other people back, agree times for you to rest when others can go off to explore. Life on holiday could be more demanding so you might want to use a wheelchair or scooter even though you don't normally. 'Life can go on,' says Donna Cunningham, who has rheumatoid arthritis but was reluctant to travel. 'I'm very determined to do as much as I can to get from A to B. I have been amazed how helpful everybody has been.' 

CASE STUDY: DONNA CUNNINGHAM, 55, RHEUMATOID ARTHRITIS

'I flew to Belfast for my mother's funeral. I hadn't been abroad for years and I knew I had to get out more. I also worked very hard at physiotherapy to get stronger and more mobile.

I found both the airport and aeroplane staff very helpful and caring. At the airport I started to feel a bit panicky and asked a staff member for help. They bought me a drink and a wheelchair. I used to be really scared to ask for help, but there are some very kind people in the world. It's really important to get out when you have arthritis, and going away for a break made me feel like I was living again.'

To win one of 10 copies of *Holidays in Britain and Ireland 2009* send your name on a postcard to Radar competition, *Arthritis News*, 18 Stephenson Way, London, NW1 2HD.

To order a copy log on to www.radar.org.uk or call 020 7250 3222.