Useful Information when Travelling with your Wheelchair

- Ensure your wheelchair is in good working order before you travel and contact your airline and/or transport provider for any specific information or requirements during travel.

- Have a backup plan at your destination in case your wheelchair is damaged, stolen or cannot be used whilst away for example wheelchairs hire outlets, repair services or consider taking a second wheelchair.

- Consider taking a foldable wheelchair as they are easier to transport. Remove detachable, fragile parts and the seat cushion from your wheelchair and take them as carry-on luggage. Use labels for each piece of equipment to ensure that nothing is lost or misplaced. It is important to remember that air and gel cushions may be affected by changes in air pressure.

- Batteries DO NOT need to be removed from the wheelchair, the batteries just need to be disconnected. All batteries supplied by Dorset Wheelchair Service are gel cells and can be transported safely as they do not need to stay upright.

- On a plane, you can travel with up to 2 items of mobility equipment free of charge if you’re disabled. This won’t count as part of your baggage allowance.

- Please ensure that you have an appropriate power source for charging your power chair, this includes a plug adaptor.

- Take out travel insurance, ensuring this covers damage or loss to your NHS wheelchair.

If Damage Occurs: It is your responsibility to check the equipment for damage before leaving the airport/ travel terminal/ ship. If it is damaged, please obtain a letter from the travel provider confirming their liability together with a claim form before exiting the terminal and inform us immediately on your return. We will require a copy of these documents and will inspect your wheelchair to confirm the damage. This will enable us to provide costings for any claims if required, without these documents you may be liable for the costs.