“The Winston Churchill Memorial Trust rewarding Australians striving for excellence”

CHURCHILL

FELLOWSHIP

5th May to 14th July 2001

Woody Marriott
Accompanied by Carol Marriott

IN GOD – I DO TRUST

I can do all things through Christ who strengthens me. Phil. 3:14.

If you are willing and obedient you will eat the best of the land. Isa. 1:19.
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INTRODUCTION

“With our hearts let us see, with our hands let us break every chain. Then, indeed, shall we know a better and nobler humanity.

Helen Keller – 1913

My wife - Carol – and I left Melbourne on Saturday 5th May 2001. During our little under ten-week sojourn, we visited the following cities, towns or centres:


Mexico. Tijuana (half day).

Canada. Vancouver, Vancouver Island (Victoria).

Ireland. Dublin.


Wales. Llanwrtyd Wells, Brecon and Cardiff.

Singapore. Singapore Airport.

The trip included exploring facilities and services for people with disAbilities travelling overseas, as well as observing attitudes of the locals towards the ‘disAbled’ community, generally.
It is with the Grace of God that I was awarded this Churchill Fellowship. The project - which I have undertaken – is in obedience to Him and I am very thankful that I was chosen to carry it out. It is one that is on going and one that - I hope - will inspire others to consider that travel by people with disAbilities is possible. The courage shown by people with disAbilities should be an inspiring encouragement to us all.

There are many people whom I would like to acknowledge for their magnificent help. Firstly, I have received a great deal of love and support from my immediate family - Carol, Tim and Libby – for which I will be forever grateful – THANK YOU SO MUCH. I would also like to thank the people - named and unnamed – who have greatly assisted me. Elvie Munday’s untiring advice – and into the late hours of many nights on most occasions – is also very much appreciated – thank you very much.

Referees – Mrs Jane Hands, Mrs Bessie Pereira and Mr John Sharpe; The Winston Churchill Memorial Trust - Mr Paul Tys, CSC, Chief Executive Officer; Elvie Munday, OAM, Assistant Executive Officer; Meg Martin, Fellowship Officer; Mr Robert Beggs, AM, Chairman; Ms Elizabeth Alexander, AM, Finance Director; Ms Pam Oakes, Secretary; Mr Bill Akers, AM; Dr David Burke; Dame Joyce Daws, AM, DBE; Mrs Shirley Home, AM; Mrs Jan Millikan; Mr Mike Stephens; Mr Doug Weir. QANTAS Airways – Ms Margaret Jackson, Chairman; Travel Consultant – Nektaria Rosini; My Fellowship Mentor - Suzie Duncan; Friends - Vilma Svab – as well as many others;

Attractions & Organisations – Honolulu – Staff at the New Otani Kaimana Beach Hotel, Staff at the Honolulu Y.M.C.A.; Michael Chock, Security Officer and Guide, Honolulu Academy of Arts; Gary Wong, Security Officer at the Academy of Art Center at Linekona; Alan & Elizabeth Hewson, Directors of Handicabs of the Pacific, Inc – Wheeler Taxi and Tour Company; San Francisco - Walter Park, Executive Director, Mayor’s Office of Disability; June Garrat, Secretary to Walter; Ikechukwu Nnaji, ADA Compliance Officer with BART (Bay Area Rapid Transport), Jada Jackson, Secretary to ‘Nnaji’; Los Angeles – Staff at C. Page Museum La Brae Discoveries (Tar Pits); Sally Schierholtz, Customer Relations, Disneyland; San Diego - Christina Simmons, Guest Relations, San Diego Zoo; Naomi Ruthven, Accessible San Diego **; Las Vegas - Angela Froelich, Assistant to Media Relations, Nevada Commission on Tourism **; Bob McKenzie, Public Information Officer, NDOT Las Vegas **; Vancouver – Staff at Vancouver Maritime Museum; Staff at Vancouver Museum; Staff at Brook House; Vancouver Island – Alison Partridge, Director of Public Relations, The Butchart Gardens; Staff at Craigdarroch Castle; Arizona – Sue Taaffe, Transit Information Specialist, Tempe Public Works Department **; Orlando – Staff at Orlando Library, for help with map references and internet advice; New York - Calvin Alderman, Director of Access for the City of New York, Big Apple Greeter; Dublin – Angela Farrell, Dublin Tourism; Marie Burke, Keeper of Education, National Gallery of Ireland. The bus driver who drove us to the Youth Hostel (he said that we’d get lost in the dark – bless him!) and he – coincidently - was the driver who happened to stop for us when we were returning to the airport three days later; Edinburgh - Alison Done, National Trust for Scotland; Bobbie Hyslop, Museum of Scotland; Claire Alexander and Liz Nolan, Dynamic Earth; Castle Douglas – Jacqui Wood, Visitor Services at Threave Garden (National Trust for Scotland); Stratford-Upon-Avon - Jon Colton and Trace Collede, Shakespeare’s Birth Place; Shottery - Gail Fauhaber and staff at Anne Hathaway’s Cottage; Brecon – Joy Lewis, Welsh Cottages; Llanwrtyd Wells – Lesley Keates, Llanwrtyd Wells Mid Wales Powys; Sue & Malcolm Watham, owners of Bwthyn Bach Cottage; Cardiff – Peter McKay and Anna Strenson, Shopmobility; Andrew Finch (Cooper) and staff at the Welsh Museum; Museum of Welsh Life, Radyr Arms; Cardiff Tourist Information Centre; Berkshire - Danese Rudd, The Bruce Trust **; Bath – Kate (Education Officer) and Staff at the Roman Baths and Museum; Staff at Jane Austin House; Papworth Everard – Sue Lee, Advocacy Worker with Our Voice; Cambridge - Judith Jesky, University Disability Advisor,
Many people across the globe were contacted via email and emailed valuable information to me – to you all, I say thank you. I was very sorry not to see you all – but thanks for the readiness of your time.

In addition, I would like to acknowledge the encouragement, love and support from all my relatives, friends in Scouting and the membership of Ringwood Church of Christ for their prayers, love and support.

** = Not Visited:
EXECUTIVE SUMMARY

Edward (Woody) Marriott,
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Managing Director of Ambleside Tours
Tours for People with disAbilities

The project, which I undertook, was “To research the accessibility of accommodation, transport and attractions for people with disAbilities - both physical and intellectual - who wish to travel to U.S.A, Canada and the U.K.”.

The highlights of our trip were the interviews we had with the many people listed and visits to the following: -

- Alan & Elizabeth Hewson, from Handicabs – a wheelchair taxi and tour company based in Honolulu - using interesting conversion techniques for their vehicles;
- Walter Park, Executive Director, Mayor’s Office of Disability – many ideas on accessibility in San Francisco;
- Ikechukwu Nnaji from BART - providing many ideas on accessibility of Public Transport;
- The C. Page Museum La Brae Discoveries (Tar Pits); Disneyland; the San Diego Zoo;
- Calvin Alderman, Director of Access for the City of New York, Big Apple Greeter;
- The Butchart Gardens - in Victoria on Vancouver Island;
- Marie Burke, Keeper of Education, National Gallery of Ireland;
- Bobbie Hyslop at the National Museum of Scotland;
- Threave Garden – at Castle Douglas, Scotland;
- Our cottage at Llanwrtyd Wells, Wales;
- Andrew Finch - Cooper at Welsh Museum;
- Peter McKay and Anna Stenson – Shopmobility in Cardiff;
- The Roman Baths and Museum;
- The church service we went to at York Minster;
- Jon English at Shakespeare’s Birth Place;
- Anne Hathaway’s Cottage;
- Our interview with Sue Lee, Advocacy Worker with Our Voice at Papworth Everard;
- Our discussions with Judith Jesky at Queen’s College, Cambridge;
- The church service at King’s College;
- Musical evening at Queen’s College
- Our meeting with Paula Halson, Allen Chapwood and David Doosby at Churchill College (Paula – herself a current British Churchill Fellow);
- The extensive discussions with Stephanie Lambert, National Trust of England,
- The interview with Janet Simmonds at RIND - for information on accessibility for sight impaired people;
- Our discussions with Annette Tejada at RADAR - for the accessibility and rights of people with disAbilities;
- Our interview with Helen Hickey at the Redbridge Sensory Services Centre for the many devices available to assist people with disAbilities.
Dissemination and Implementation in Australia

Since returning to Australia, my Qantas Churchill Fellowship has had a threefold benefit.

Firstly, as a Tour Operator – specialising in travel for people with disAbilities – I now have new and valuable resources to advise on travel possibilities for our own clients, overseas. These resources include –

- General travel information;
- Travel tips for travellers with disAbilities;
- Data on various attractions, transport services and accommodation suitable for travellers with disAbilities;
- Information on organisations which may be helpful to travellers;
- An array of websites and helpful literature – for example, Access Guides – on all matters pertaining to travellers with disAbilities.

Secondly, I now act as a consultant for specialist travel agents catering for travellers with disAbilities.

Thirdly, I am now better equipped to act as an advocate for travellers with disAbilities. Where there are gaps in services, I am able to discuss concerns with the appropriate bodies or companies to help solve and/or implement change.
Lessons Learned

The following suggestions will assist the traveller with disAbilities:

- Collect information before you travel;
- Check suitability of accommodation, transport and attractions for your particular disAbility;
- Have current addresses, telephone numbers and clear maps of all places you wish to visit and/or stay;
- Be aware of opening and closing times;
- Before visiting an attraction, find out all relevant information, for example the availability of an interpreter, a guide, hearing loop, tactile surfaces, audio taped information, large print literature – some or all of which may enhance your experience;
- Be aware of the different categories of accessibility, regarding accommodation. Become familiar with the National symbols used;
- If mobility impaired, look for wheelchair signs on travel literature – timetables, platforms, carriages, buses, taxis, etc.
- Book ahead, as spontaneous travel is not always possible, especially on some bus routes;
- Practise reading an assortment of timetables and guides to become familiar:
- Allow plenty of time to travel from A to B and always overestimate your time at an attraction;
- Travel off peak, wherever possible;
- State your needs clearly;
- Don’t ever presume that everything will be available for you;
- Do make recommendations to staff about improvements of facilities and services for those coming after you;
- Travel light;
- Have a variety of means, for example - more than one credit card, travellers cheques and cash - and place them in different parts of your luggage in case of theft or loss;
- Go with an open mind;
- Be flexible;
- See the humour in all situations;
- Stand up for yourself, and
- Lastly, travellers need to have a positive attitude and, hopefully, they will experience the same, whilst travelling.
We visited places in the United States of America and the United Kingdom to assess the level of accessibility of accommodation, transport and attractions for people with disabilities, who wish to travel. Studies were also carried out in Vancouver, Vancouver Island and Dublin, with a very brief look at Tijuana in Mexico.

**United States of America**

**Honolulu and Waikiki**

**Accommodation**
- New Otani Kaimana Beach Hotel, Waikiki: Very Accessible.
- University Youth Hostel, Honolulu: Not accessible for wheelchairs.

**Attractions**
- Waikiki Aquarium: Very accessible.
- Honolulu Academy of Arts: Very accessible.
- Academy of Art Center at Linekona: Accessible.
- Waikiki Trolley: Not accessible.

**Organisation**

**Transport**
- Taxis: Some are accessible.
- TheBus: Very accessible.
- Waikiki Trolley: Not accessible.

**Brief Comments:**
- Accessibility at the *New Otani Kaimana Beach Hotel* in Waikiki is generally, good. There are automatic doors at the main entrance; however, the entrance door to one’s room – like all places of accommodation – is a hinged door. Yes – a person in a wheelchair could ask a porter or someone to open the door for them, but – as soon as a person asks for assistance - then that person is not independent. There are bars around the toilet and the washbasin is lower, but the shower is over the bath, which raises the question, “How do people (especially those who are in wheelchairs) get into the shower, to have a shower – or a bath for that matter?"
- Our day Servas host took us to a shopping complex for lunch. This complex was very accessible.
- Although we didn’t stay at either of them, we checked the *Downtown Hostelling International* and found it not accessible for wheelchairs. However, the *Honolulu Y.M.C.A.* caters mainly for students attending the university and the staff were very helpful with pointing out the very accessible features of the Y.M.C.A. accommodation.
- We asked a driver of *TheBus* if he were able to demonstrate the use of the hydraulic system and he was delighted and very eager to do so. It worked very efficiently.
- Our meeting with Alan & Elizabeth Hewson from *Handicabs of the Pacific, Inc – Wheelchair Taxi and Tour Company* – was very productive. We discussed all the logistics involved with converting their vehicles for wheelchair access. As well as a taxi service, this company
transports people with physical disAbilities to medical appointments and their fleet of vans is available for group tours.

- Michael Chock, Security Officer and Guide, Honolulu Academy of Arts showed us the new facilities for people with disAbilities and also their future plans.
- Gary Wong, Security Officer at the Academy of Art Center at Linekona was similarly very helpful. People with physical disAbilities must enter the academy via the ramp and elevator at the back entrance and there is a ‘disabled’ toilet available for use. There is ease of movement around the craft exhibitions. The staff were very helpful and courteous.
- The Waikiki Aquarium is a great attraction, displaying a world famous collection of tropical fish. The whole complex is very accessible. Patrons carry an audio wand to play at each designated spot. After seeing the whole of the exhibit inside, there is an outside educational exhibition. Here, one is able to touch marine specimens, under supervision. All viewing areas are very spacious. There are on-going improvements – for example, lower viewing tanks and smoother outside surfaces.
- The Waikiki Trolleys are not accessible but are an excellent way to see many tourist attractions, with the conductor acting as a commentator. Travellers are able to get on and off at designated places throughout the day.

San Francisco

<table>
<thead>
<tr>
<th>Accommodation</th>
<th>AYH Hostel at Union Square: Accessible.</th>
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</thead>
<tbody>
<tr>
<td>Organisation</td>
<td>Mayor’s Office on Disability;</td>
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<tr>
<td></td>
<td>Office of Operations Manager of the Bay Area Rapid Transport.</td>
</tr>
<tr>
<td>Transport</td>
<td>BART: Very accessible.</td>
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</table>

Brief Comments:

- Our meeting with Walter Park, Executive Director, Mayor’s Office on Disability was very productive. He gave us some literature on San Francisco and mentioned a fairly new complex – Yerba Buena Gardens and Center for the Arts – where a recent architecture and design display has produced a very accessible community area. The mission of the Mayor’s Office on Disability is to provide accessibility to programs, activities, benefits, services, and facilities of the City and County of San Francisco Bay people with disabilities, including residents and visitors. We spent an hour discussing the various types of infrastructure used for people with disAbilities in San Francisco.
- Our appointment with Ikechukwu Nnaji - the ADA Compliance Officer at the BART (Bay Area Rapid Transport) - was very valuable. We talked with Nnaji, as he is called – for obvious reasons – about the problems which the City of San Francisco faced. Speaking with great pride, Nnaji explained the efficient and accessible features of BART with the improvements brought about by community consultation and ADA compliance. Sight impaired patrons are well serviced with ground ‘directional’ and ‘danger’ tactile indicators with trains stopping at designated spots on the platform where the sight impaired know the location of carriage doors. Unfortunately, BART sometimes faces litigation, as their lift is – generally - some distance away and tends to breakdown.
- AYH Hostel at Union Square is not accessible for independent wheelchair users. The hostel is in a central location. There is a step up to the entrance door, quite a large foyer, but the door to the elevator is very hard to open – and hard to keep open.
Los Angeles

Accommodation Servas host.

Los Angeles County Museum: Very accessible
Disneyland: Very accessible.

Transport Bus: Accessible.
Train: Accessible.
Greyhound Buslines: Mildly accessible.

Brief Comments:
- All staff at The George C. Page Museum - La Brea Discoveries (Tar Pits) were very helpful and gave us complimentary admission. Most of the museum is very accessible, although the toilets have a latched swinging door and, therefore, is not truly accessible for independent people. The toilets themselves are fine. This museum is very suitable for visitors with intellectual disabilities. Many displays are interactive and there is excellent use of sound. Visitors can see palaeontologists at work in their small laboratory.
- Carol and I wandered through the Los Angeles County Museum. There are accessible elevators to each floor where different galleries are housed.
- Before we left on the trip, we had arranged to have a family (complimentary entry) at Disneyland. Sally Schierholtz, at Customer Relations, gave excellent advice. Our visit was planned for a Sunday – the only day we found to be free. There is excellent literature available and very helpful staff. Some rides are fully accessible, although people in wheelchairs are unable to access Sleeping Beauty and similar attractions. All modes of transport - monorail, steamboat, bus, people mover – are very accessible. It is a good idea for people with disabilities to get into Disneyland early, as there is much to see and do!
- The local bus – The Dart – is wheelchair accessible. However, we asked a driver if he would demonstrate the hydraulics but he wouldn’t, because he said that – if it broke down – his bus would be stranded for up to 5 hours. He wasn’t prepared to do this. In many ways, it is not really accessible if the system is prone to breaking down!

San Diego

Accommodation Friends.

Attractions San Diego Zoo: Very accessible.
Old Town San Diego: Accessible.

Organisation Accessible San Diego. **

Transport San Diego Trolley: Very accessible.
Shuttle: Mildly accessible.

Brief Comments:
- Christina Simmons - Guest Relations at The San Diego Zoo - arranged for us to have complimentary passes. The zoo is very accessible and a ‘must’ for anyone visiting San Diego, although hilly in many places. The San Diego Zoo's accessible features include:
Accessible parking spaces near the Zoo's entrance;
Restroom facilities at many locations around the zoo;
Telephones including a telecommunications device for the deaf;
Two accessible amphitheatres so guests may enjoy two entertaining and highly informative animal presentations.

All guests with disabilities must pay admission fees to the Zoo. However, a carer is admitted free. These attendants will also receive free access to a bus tour and/or the Skyfari, when a guest with a disability purchases tickets to these attractions.

The Zoo provides special assistance to its exhibit and attractions for those with limited mobility. Should guests need a ride to avoid steep grade areas, a shuttle service is available by asking a Zoo employee to call for one. In addition, for safety purposes it is not recommended for guests in wheelchairs to use the moving walkways. Again, shuttle assistance can transport disabled guests to their desired location. This zoo would have universal appeal to all people with disabilities.

- **Old Town San Diego** is the site of 1st European settlement on the West Coast and is generally a flat area and “has 12 acres of shops, restaurants, historic and restored buildings that have been modified for wheelchair access. Accessible parking is limited”.
- We didn’t go into Sea World, but were told that it is very accessible and there is excellent literature available for all disabilities. This attraction is very suitable for people with an intellectual disability.
- The San Diego Trolley is very accessible. On many of our journeys, we saw at least one wheelchair user wishing to access it. There are only about six stops (‘platforms’) without the facilities. Drivers are required to operate the equipment but are not allowed to carry, lift or physically help the person in the wheelchair. A very efficient system.
- Naomi Ruthven - Accessible San Diego - has sent many photos of curb cuts and pedestrian bridges.

**Las Vegas**

<table>
<thead>
<tr>
<th>Accommodation</th>
<th>Budget Hotel (Downtown): Mildly accessible. Treasure Island at the Mirage (on the Strip): Very accessible</th>
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<tbody>
<tr>
<td>Attractions</td>
<td>Treasure Island at the Mirage: Public viewing of live show</td>
</tr>
<tr>
<td>Organisation</td>
<td>Nevada Commission on Tourism. **</td>
</tr>
</tbody>
</table>

**Brief Comments:**

- We walked into several hotels on The Strip and found them all to be very accessible. The Treasure Island on the Mirage has outstanding facilities for people with disabilities and has a live show - on the lagoon - in front of the hotel. Crowds assemble on the sidewalk (footpath) to regularly watch this impressive pyrotechnic sea battle. This show occurs six times every night. There are accessible viewing ramps.
- Trivial information – there are even ‘pokies’ in McDonald’s!
Seattle

Accommodation  Youth Hostel: Mildly accessible, approach is difficult.

Transport  Greyhound Buslines: Mildly accessible; Metro bus: Accessible.

Brief Comments:
- The approach to the Youth Hostel was situated down many steps. This was so frustrating, so we located another way for access – through a shopping complex, down a lift and then about a 250-metre walk down a steep alleyway. The other way would be to approach from the bayside.
- Hilly in most areas.

Orlando

Accommodation  Servas Host. The Marriott Residence Inn

Transport  Lynx Bus: Very accessible.

Brief Comments:
- Our Servas host took us to a shopping complex for lunch. This complex was very accessible, as was the restaurant.
- The Marriott Residence Inn is very accessible with roll-in shower and hand-held rose, bars around toilet, lower shelving and space under vanity for wheelchair, etc

Kissimmee and Surrounds

Accommodation  International Youth Hostel: Accessible – former motel.


Brief Comments:
- The International Youth Hostel is very accessible, as it is a former ground floor motel.
- We walked into several hotels close to the hostel and found them all to cater quite well for people with disAbilities. The 8 Super Motel had several rooms with bars around the toilets and the showers, although over the baths, had grab rails. A seat for over the bath and a high chair for over the toilet are available on request.
- The Mears Transportation Group has some wheelchair accessible shuttle buses.
- Our day at the Kennedy Space Center was most enjoyable. Everywhere is very accessible. The facilities for people with disAbilities are excellent. The transport to each part of the huge complex is marvellous, with commentaries about what to expect at the next stop. Each display is well endowed with facilities for people with disAbilities and they can access every part of the extensive grounds.
- We set off by bus to Disney World on a Sunday, as we were in Disney World country and could not possibly leave Florida without seeing this huge entertainment empire. We were not given a famil to Disney World – although it was suggested that we buy our entry tickets and that it was possible that they may be refunded the next day if we could convince the management that we were genuine. We chose not to pay the entry fee – instead we would observe all the different means of transport around the complex and observe the accessibility - from the outside. Each of the three modes of transport, which took patrons between sections are very accessible and Disney staff just couldn’t do enough for you.
- We didn’t go to Sea World, but have been told that it, too, is very accessible. Wheelchairs are available for rental.

**Washington**

- **Accommodation**
  - American Youth Hostel: Mildly accessible.

- **Attractions**
  - The Pentagon: Mildly accessible.

- **Transport**
  - Shuttle: Mildly accessible.
  - Taxi: Mildly accessible.
  - Train: Accessible.
  - Greyhound Buslines: Mildly accessible.

**Brief Comments:**
- The Hostelling International – Washington was mildly accessible. There was a ramp to approach the main entrance. To get to the elevator from the lobby, there was a ‘lift’ available for people in wheelchairs.
- Our tour of The Pentagon was most enjoyable. It is very accessible, although there are many ramps which go from floor to floor. This was done originally, so that military vehicles could access the building – hence the ramps are quite wide.
- The Museum of American History includes exhibits on the Disability Discrimination Movement and the Americans with Disabilities Act. Entry to the museum is free. It is a totally accessible museum.

**New York**

- **Accommodation**
  - Youth Hostel: Mildly accessible.

- **Attractions**
  - Empire State Building: Very accessible.

- **Organisation**
  - Big Apple Greeter.

- **Transport**
  - Bus: Accessible.
  - Greyhound Busline: Mildly accessible.
  - Metro: Not all platforms are accessible.
**Brief Comments:**

- The Director of *Access for the City of New York* - the Big Apple Greeter – Mr Calvin Alderman, was excellent and is truly fond of his city. He was very positive in explaining the work which New York is doing for people with disAbilities. The Department produces “Guide to Accessible Service” for travellers. The train guide suggests that a person in a wheelchair should “board or leave near the center of the train so that the conductor can see you”. It is also suggested that the larger wheels are used first so that it is less likely for the smaller wheels to slip into the gap between the platform and train.

- There are many steps to most platforms on the *Metro Rail Transportation System*. However, a few are accessible, as some stations have lifts available. Passengers should check for up-to-date information. However, the Metro Bus Transportation System is accessible to everyone.

- *Hostelling International* was mildly accessible, although when we were there, the elevators were out of order and it wasn’t expected that they would be fixed until ten days. Carol & I were in a room with two others – on the 4th floor! So – if you have a large suitcase and the elevators are not working – then it is definitely not accessible! But, we managed! The bathrooms and toilets seem to be reasonable, although the cubicles were a bit small. We did not find the staff very helpful but the occupants were.

- The staff member on duty at the *Empire State Building* was very informative and seemed to enjoy explaining the facilities offered. After an hour, we asked if we could go up. Sure enough – we were given a “gold pass”. – and the views at the top were worth all that talk! We stayed until after dusk and the lights were also magnificent. All aspects of the Empire State Building are very accessible.

**Boston**

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
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<tbody>
<tr>
<td>Accommodation</td>
<td>Youth Hostel: Accessible.</td>
</tr>
<tr>
<td>Attractions</td>
<td>Maritime Museum: Very accessible.</td>
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<td></td>
<td>Boston Duck Tours: Accessible.</td>
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<td></td>
<td>Beantown Trolley Tours: Accessible.</td>
</tr>
<tr>
<td></td>
<td>Beantown Trolley Tours: Very limited services for people with disAbilities.</td>
</tr>
<tr>
<td>Transport</td>
<td>Shuttle: Accessible.</td>
</tr>
<tr>
<td></td>
<td>British Airways: Accessible.</td>
</tr>
</tbody>
</table>

**Brief Comments:**

- The *Boston Maritime Museum* seemed to be fully accessible.

- *Boston Duck Tours* – amphibious vehicles – provide very popular tours for people. At the face of it, these vehicles don’t seem to be accessible for wheelchair users, but there is a special loading platform provided for easy wheelchair access.

- *Beantown Trolley Tours* provide visitors with city sight seeing tours. However, only one trolley is accessible for wheelchairs (two maximum) and if there is a desire to disembark at stops en route – there is a 1 hour 45 minutes time span before the next available pick up.
Canada

Vancouver

Accommodation

Jericho Park Youth Hostel: Not accessible.
Servas Host.

Attractions

The Vancouver Maritime Museum: Accessible.
The Vancouver Museum: Very accessible.
RCMP Schooner - St Roch: Not accessible.
The Children’s Maritime Discovery Centre: Very accessible.
The HR Macmillan Space Centre: Very accessible.
Brook House: Mildly accessible.

Transport

Taxi: Some are accessible.
B.C. Ferries: Accessible.

Brief Comments:

- **Access Canada** is a program designed to meet the needs of seniors and people with disAbilities, using accommodation in BC. Participating establishments will display the Access Canada logo, with their designated level.
  - Level 1 Applicable for active seniors and people with minor disAbilities.
  - Level 2 Applicable for seniors and people with moderate disAbilities;
  - Level 3 Applicable for people with advanced agility, hearing, mobility and vision disAbilities and independent wheelchair users;
  - Level 4 Applicable for people with severe disAbilities.
- **Jericho Park Youth Hostel** is a huge complex, but there are many stairs to get into the building, so it is not accessible for wheelchairs.
- The accessibility of the **Vancouver Maritime Museum** is reasonable overall, although there are parts which cannot accommodate a person in a wheelchair. One of the main exhibits includes **RCMP Schooner - St Roch**, which unfortunately is not accessible, but there is an excellent video. **The Children’s Maritime Discovery Centre** would appeal to visitors with intellectual disAbilities, as there are many hands on activities.
- **The Vancouver Museum** specialises in the history of Vancouver and South West British Columbia. It is very accessible.
- **The HR Macmillan Space Centre** – being a joint venture with The Vancouver Museum – is also very accessible.
- **Brook House** is a centre for elderly people to come to enjoy different activities. It is accessible, as there are elevators - although space is very small. The cafeteria leads down a ramp to the eating section. The grounds are accessible.
- All the major **B.C. Ferries** are very accessible and staff are seafaring and wonderful.

Vancouver Island - Victoria

Accommodation

Servas Host.
Empress Hotel: Mildly accessible.
Hostelling International – Victoria: Accessible.
Ocean Pointe Resort: Accessible.
Access Victoria: Very accessible. **
Attractions
- Butchart Gardens: Very accessible.
- Afternoon tea at the Empress Hotel: Accessible.
- The Pacific Undersea Gardens Aquarium: Not accessible.
- Royal British Columbia Museum: Very accessible.
- Craigdarroch Castle: Not accessible.
- Royal London Wax Museum: Accessible but ask for assistance

Transport
- Private car.
- Bus: Accessible.
- BC Ferry: Accessible.
- The IMAX Theatre: Accessible

Brief Comments:
- We didn’t meet with Access Victoria - but brochures we have seen - indicate some excellent facilities.
- BC Transit has a fleet of Low Floor Buses which are capable of kneeling for wheelchair users. They also offer a HandyDART Service, which provides door-to-door transport for people who cannot use the regular DART Transit system. HandyDART requires two days’ notice.
- There is also a publication – Accessible Transit Services Handbook – Now you’re moving! - available and is worth getting. It has sections on Taxis, the accessible low floor bus service and assistance offered.
- The Ocean Pointe Resort has an Access Canada rating 2, with seven bathrooms, at present having showers over the bath. Up-grading to roll in showers is in progress.
- The Butchart Gardens are truly spectacular. The Director of Public Relations, Alison Partridge, was very helpful in discussing all the facilities of these unique gardens. The gardens would appeal to everyone. The sunken garden – a disused quarry – is magnificent. Paths down to this area are reasonably wide and not very steep. There is an area where wheelchairs may find it difficult to access, though, but everything is in good view from the viewing point above. Wheelchairs are available for loan. Both the cafeteria and restaurant are accessible. The Butchart Buskers entertain – generally around lunchtime. There are fireworks in July and August. Tours are available in the Off-Season. Brochures are excellent and are in many languages.
- Our visit to the Royal British Columbia Museum was enjoyable. It houses a collection of Natural History, First People’s and modern history galleries. It is very accessible and would appeal to people with any disability. The staff were most helpful. The IMAX Theatre provides six spaces for wheelchairs.
- Carol and I just walked down the narrow ramp to The Pacific Undersea Gardens Aquarium. There are stairs too. It features a live show – including divers. This attraction would be intriguing to people with intellectual disAbilities.
- We spent a while at the Royal London Wax Museum. It is reasonably accessible. However, the toilets are not very large and I pointed out to a staff member about the awkwardness of opening the doors by people in wheelchairs. She agreed with me and said that she would talk to management.
- The famous Empress Hotel is mildly accessible. Once again, the older buildings were not built with the needs of wheelchair users in mind! The famous tearoom and the restaurants are accessible, however.
- Craigdarroch Castle would appeal to people with intellectual disAbilities – having many stairways leading to different storeys and balconies.
- We didn’t stay at the *Hostelling International - Victoria*, but it does have a room for travellers with disabilities. There is a room set up with an additional bed for the person’s carer, reasonably close to all things and is on the ground floor.
Ireland

Dublin

Accommodation
- Dublin International Youth Hostel: Mildly accessible.
- Royal Dublin Hotel: Accessible.
- Holiday Inn: Accessible.
- Marriott Hotel: Accessible.

Attractions
- National Gallery of Ireland: Very accessible.
- Trinity College Library: Very accessible.

Transport
- Air Lingus: Accessible.
- Bus: Some are accessible.
- Aircoach: Some are accessible. Continually up-grading coaches.

Brief Comments:
- The staff were very friendly and helpful at the Dublin International Youth Hostel. The hostel is not very accessible for wheelchair users. Quite a roomy place.
- Royal Dublin Hotel. In suites designated for people with disAbilities, the shower is over the bath, with a hinged bench to sit on. The hotel also has lifts and portable ramps.
- There is a ramp at the entrance of The Holiday Inn, but the front door has to be opened by staff, for those people in wheelchairs. There are several rooms available to guests with disAbilities. The bathtubs are lower than usual and have bars near the toilet. An emergency cord is close at hand.
- The Marriott Hotel is also an accessible hotel.
- Our meeting with Marie Burke, Keeper of Education, National Gallery of Ireland was excellent. One of Marie’s role is to look after the accessibility of facilities for people with disAbilities in the gallery. The gallery – housing the National Collection of Irish Art as well as the collection of European master paintings - is one of the best we’ve visited regarding catering for people with disAbilities. After in-depth consultation with "Disability" Groups, the following features and services have been implemented: designated "disabled" parking; ramps; lifts to all levels; “disabled” toilets; good railing; hearing loops; low level telephones and wheelchair hire. Staff are trained to be “disability” aware. An access guide is available – and also in Braille, too. Tactile picture sets for the visually impaired are available on loan. The multi-media Gallery is equipped with a user friendly computerised system, including background on 100 of the finest paintings in the National Gallery of Ireland’s collection. The computer workstations are operated by touch and there are sound receivers beside the screens. Tours for visually impaired and hearing-impaired visitors may be booked. Entry is free, but donations are welcome!
- Trinity College Library: Of special interest is the exhibition of the Irish medieval gospel manuscripts, including The Book of Kells. Staff are very helpful and a lift is available up to the platform displaying The Book of Kells. There is also a lift up to the Long Room, housing 200,000 of the library’s oldest books.
- Some taxis cater for wheelchair users.
- Aircoach travels to and from Dublin Airport every 15 minutes.
In the **United Kingdom**, we visited the following organisations and attractions and stayed in the type of accommodation, as listed:

**Scotland**

**Edinburgh**

Accommodation
- Servas Host.
- Bruntsfield Youth Hostel: Not accessible.

Attractions
- Royal Mile: Mildly accessible.
- St Giles Cathedral: Not accessible for wheelchair users.
- Palace of Holyroodhouse: Mostly accessible.
- Dynamic Earth: Very accessible.

Transport
- Bus: Some accessible for wheelchairs.

**Brief Comments:**
- Unfortunately, the *Bruntsfield Youth Hostel* is not accessible, but has a very friendly atmosphere.
- The famous *Royal Mile* is uneven and parts of it are very steep, so it is only mildly accessible for wheelchairs.
- *St Giles Cathedral* is not accessible, as there are many steps and a ramp is not provided, yet.
- The *Royal Palace of Holyroodhouse* – the Queen’s Scottish residence - itself, is overall accessible. Special arrangements can be made with security to park inside the grounds for easier access to both the abbey ruins and the palace. Improvements are being made to the entrance and the ‘disabled’ toilet. The Mary Queen of Scots’ room is not accessible for those who are unsteady on the feet, as there is a steep and narrow flight of steps.
- We had a wonderful interview with Bobbie Hyslop, Information Office, *Museum of Scotland*. The museum is very accessible and caters for all aspects of disAbility. The older *Royal Museum of Scotland* stands adjacent to the Museum of Scotland and there is a level floor linking the two.
- *Dynamic Earth* is very accessible and would be particularly suitable for people with an Intellectual disAbility, as the activities are very sensory orientated. “Dynamic Earth is a fantastic journey of discovery that will take you from the very beginning of time to the unknown future of the planet we call home. You'll travel through every environment on earth and encounter creatures you never even knew existed. You'll be shaken by earthquakes and face boiling lava; you could even be caught in a tropical rainstorm. Whatever happens, you're sure to have the experience of a lifetime!” - (Taken from an email). The accessible features include a ramp, lifts, ‘disabled’ toilet facilities and access to all areas of the exhibition. Visually impaired guests are offered large print transcripts of the exhibition and hearing-impaired patrons are offered transcripts, as there is no induction loop system in the building at present.
- Alison Done, *National Trust for Scotland*, arranged free entry to Trust Properties for us. The Head Office is mildly accessible with all public areas accessible wheelchair visitors need to access the building via 4 Hope Street Lane and summon assistance.
- *easy Everything*, in Rose Street, is one of the world’s largest Internet Cafes – open 24 hours a day, 365 days a year and caters well for wheelchair customers, with terminals on the ground floor labelled with a wheelchair sign and the following signage prominently displayed – “This
P.C. is particularly appreciated by our less able customers”. These computers are close to staff, food and the ‘disabled’ toilet.

**Biggar**

Accommodation B & B: School Green Cottage - Not accessible for wheelchairs.

**Brief Comments:**
- We stayed at *School Green Cottage* and our very friendly hosts, Isabel and Charlie Burness, provided a very comfortable bathroom and ensuite but the stairway would pose problems for less agile and mobile.
- The delightful *township of Biggar* is very accessible. Banks have ramps to their ATM’s and the church also has a ramp. Some of the shops have a step. The alleyway, at first glance, did not appear to be accessible, but actually it was.

**Dumfries**

Accommodation B & B Glencairn Villa: Not accessible for wheelchairs.

Attractions Robert Burns Centre: Generally accessible

Transport Hire car.

**Brief Comments:**
- Our B & B *Glencairn Villa* was not accessible for wheelchairs. Steep stairs and small bathroom. Marion - our friendly host - bent over backwards to assist in every way. Marion was very sympathetic towards guests with disAbilities, for example, when a visitor in a wheelchair approached her, she rang other B & B proprietors - but to no avail. She was willing to bring a mattress downstairs into her private lounge.
- The *Robert Burns Centre* - We crossed the River Nith - via an accessible pedestrian bridge - to this centre. There is ‘disabled’ parking, a ramp entrance and a chair lift up the flight of steps to the main exhibition. Visitors with mobility problems sit on the chair lift, have their wheelchair carried up for them - if they have one - and then return to their chair once they are upstairs. There is also an audiovisual presentation with a hearing loop and space for wheelchairs.

**Castle Douglas**

Attraction Threave Garden: Very accessible.

**Brief Comments:**
- Carol and I spent a delightful few hours at *Threave Garden*, which is a National Trust property. We walked along the wheelchair accessible paths of the extensive grounds. The Visitor Information Centre, Gift Shop and Education Centre are all very accessible with adequately wide and gentle ramps to the gardens. The Centre has very helpful staff and there is an induction loop available in the Visitors’ Centre.
Wales

Llanwrtyd Wells


Brief Comments:
- The owners of Bwthyn Bach - Sue & Malcolm Watham at Llanwrtyd Wells - were very generous. By special arrangement with Joy Lewis at the Welsh Cottages in Brecon, Carol & I were given free use of this delightful cottage for our three nights in the smallest town in the United Kingdom. It is not accessible, however, – small bedroom and bathroom upstairs – bed almost on top of stairwell – look out, sleep walkers!
- The manager of the Tourist Information Centre was very helpful in regard to Internet use. There are steps into the centre, but the interior is reasonably accessible.
- There is a publication available – *Places to visit with access for all* – which is worth getting.

Cardiff

Accommodation Servas Host.

Attractions Cardiff Castle: Not accessible.
Welsh Museum: Mostly accessible.

Restaurant Radyr Arms: Accessible.

Transport Hire car.
Buses: Not accessible.

Brief Comments:
- *Cardiff Castle.* Unfortunately, this C7th castle is not accessible.
- *Welsh Museum.* Very picturesque property, with plenty to see. Most buildings are accessible.
- We went to the *Radyr Arms*, Station Road - a pub in Radyr, near Cardiff - which had an ‘audio-menu’ for customers who are blind. This is a very good idea, as it gives a blind person the opportunity to order his or her own meal and to discuss the menu with friends. This is certainly a large step in assisting people with disAbilities – whether for sight impaired people, people with intellectual disAbilities or illiterate patrons - to be independent. The restaurant has unfortunately changed hands and the service is no longer available. However, it is hoped that the new owners will reinstate the facility. I have certainly asked them to!
### England

#### Stratford-Upon-Avon

<table>
<thead>
<tr>
<th>Accommodation</th>
<th>B &amp; B: Not accessible for wheelchairs. Steep stairs.</th>
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</thead>
<tbody>
<tr>
<td>Attractions</td>
<td>Shakespeare’s Museum. Accessible.</td>
</tr>
<tr>
<td></td>
<td>Shakespeare’s Birthplace: Mildly accessible for wheelchairs. Steep stairs.</td>
</tr>
<tr>
<td>Transport</td>
<td>Hire car.</td>
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</tbody>
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**Brief Comments:**
- The National Accessible Scheme has three levels of accessibility with their designated logos.
  - Category 1: Accessible for all wheelchair uses including those travelling independently.
  - Category 2: Accessible for a wheelchair user with assistance.
  - Category 3: Accessible to someone with limited mobility but able to walk short distances and up at least 3 steps.
- The staff at *The Shakespeare Museum* were very helpful in discussing their facilities for people with disAbilities. Quite a roomy place.
- Shakespeare’s Birthplace - which is in Museum complex - is quite difficult, although people with disAbilities can access the ground floor. There is a computer touch screen – virtual reality - in the main room as you enter. One can access any of the upstairs part of the house – even furniture and pictures – by simply touching the picture of it on the screen. A full description is given for you to read. This should also be spoken, to cater for blind patrons. I dare say that this will come.

#### Shottery

|----------------------|------------------------------------------------------------------------|

**Brief Comments:**
- *Ann Hathaway’s Cottage* is, unfortunately - but like most of the English Heritage Cottages - not accessible, although patrons in wheelchairs can access the delightful gardens. People with intellectual disAbilities (especially those unsteady on their feet) may find Ann Hathaway’s Cottage to be claustrophobic, I’m afraid. Staff are prepared to talk outside to visitors who cannot access the cottage. We were very impressed with the way the guides shared the fascinating history of the cottage.

#### York

<table>
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<tr>
<th>Accommodation</th>
<th>Servas Host.</th>
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<tr>
<td>Attractions</td>
<td>Jorvik: Very accessible; York Minster: Accessible – although the Crypt is not; Walk along the famous City Wall: Not accessible – open and narrow path - above road, open side, no hand rails.</td>
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</tbody>
</table>
Brief Comments:

- We walked into York with Eileen, met two of her friends (Tom & David) and had a meal at City Screen. This complex was fully accessible.
- York Minster. There is a ramp in the West entrance. All areas – except The Crypt - of this C14th Cathedral are accessible. “There are wheelchairs for loan and one unisex wheelchair accessible lavatory available. There is no wheelchair access to St William’s College Restaurant. Several restaurants and cafes in York are accessible for wheelchairs”. There is a loop system available for people who are hearing impaired. Guide dogs are welcome. Other services available at York Minster are a Touch and Hearing Centre, large print materials, Braille Guide Book with tactile pictures and an Acoustic Fingerprint Guide Cassette. Guided tours are available.
- Jorvik. An ancient history attraction depicting Vikings. Have a “Waiters’ lift” to get people in wheelchairs into the museum. Special ‘cars’ are used in the ‘transporter’. This attraction would particularly appeal to visitors with an intellectually disAbility.
- Horse and carriages are not, regrettably, accessible for people with disAbilities - although those with an Intellectual disAbility would find a ride in a horse drawn carriage very enjoyable.
- The train rides are accessible.
- We were told that the cruise craft on the river are accessible for wheelchairs.
- There is a Personal Assistance Scheme in York, which assists people with disAbilities to recruit and employ their own personal assistants/carers for independent living. This can include assistance with advertising, Contracts of Employment, Payroll service, Training Options, Employment Legislation and other technical queries or information. A great idea.

Ambleside and Hawkshead Hill

| Accommodation | B&B: Highfield House: Not accessible for wheelchairs. |
| Attraction     | Cruise on Lake Windermere: Mildly accessible         |
| Transport      | Hire car.                                            |

Brief Comments:

- Highfield House at Hawkshead Hill is a beautiful hotel with some of the most beautiful cuisine we tasted on our trip. However, all bedrooms are upstairs which makes it limiting for people with mobility problems. We talked to management and they are hoping one day to set up a bedroom on the ground floor, suitable for people with disAbilities with sufficient privacy for guests and staff alike.
- We inspected the following properties at Ambleside:
  1. Borrans Park Country House Hotel, which is classified as Level 3 for the accessibility scheme, has “… three ground floor bedrooms with step-free access to the hotel lounges, dining room and car park”. One of these bedrooms has been well adapted for a guest with limited mobility, accompanied by a carer.
  2. Rothay Manor which is classified as Level 2, has some designated rooms for the disAbled. Bathrooms are well designed and equipped and communal areas are on the ground floor.
- Carol and I enjoyed our ferry trip on Lake Windermere. The ferry, which we were on, was accessible for wheelchairs, although it does get a bit nippy after a while - especially if one is sprayed by icy spray from the lake. The boarding facilities were quite good.
- The faster cruiser on the return trip was not accessible for wheelchairs.
**Haddenham and District**

Accommodation  Relative.
Attractions  Waddesdon Manor: Accessible;
Transport  Private car and hire car.

**Brief Comments:**
- *Waddesdon Manor,* a Renaissance-style château was built in the 1870s by Baron Ferdinand de Rothschild for his house parties. This National Trust Property is accessible and well worth a visit. A ramp is placed on the steps at the entrance. There is a lift to the first floor. The grounds are very accessible, although sections are less accessible because of steps, but wheelchairs can access these areas via a different route. The walk from the car park to the house is a vista of splendour. At first, visitors wind their way through paths and gardens and then the scene is set. A massive and grand driveway leads to the imposing entrance. Parking is a problem. Visitors must park some distance from the house - but if you have a person with a disability as a passenger - the driver can drive up to the ticket box and leave this person, drive to the car park and walk back. But what happens if the person with the disability is the driver? You’ve guessed it! There is a problem. Tours of the house are organised in blocks, as only a certain number of people are allowed in at a time. Visitors must nominate a time they wish to go through the house and, if that time is available, they are issued a ticket for that time. While waiting, visitors may stroll around the extensive and beautiful gardens. There are three restaurants where visitors can indulge. The toilet block is accessible. There are Braille and audio guides available. The tour is quite tiring, but well worth the visit. What would a place like this be without a gift shop? Of course, the tours end at the gift shop. It is accessible, but the aisles between merchandise need careful manoeuvring.

**Bath**

Attractions  Jane Austin House: Mildly accessible.
Roman Baths: Mildly accessible,
Bath Abbey: Accessible.

Transport  Hire car.

**Brief Comments**
- We had discussions with Kate – Education Officer – and other staff about the use of the audio wand, at the *Roman Baths and Museum.* The Baths were built in Roman times – of course – and are basically not accessible. However, around the top of the baths is very accessible. There are many listening posts.
- Staff at *Jane Austin House* was very helpful. There are steps to enter the house but management provide a ramp when required. The interior is accessible.
- The *river cruise* is only mildly accessible, as wheelchair users can arrange to be lifted into the craft at moorings downstream.
Cambridge

Accommodation  Relatives,  
B&B: Not accessible

Attractions  King’s College: Mildly accessible.  
Queen’s College: Mildly accessible.

Organisation  Churchill College, Cambridge University –  
1. Disability Officer  
2. Registrar; Churchill College;  
3. Maintenance Officer;  
4. Archivist Librarian

Transport  Hire car

We were fortunate to visit Queen’s College Chapel to witness a performance of “A Masque” by Handel, conducted by a brilliant conductor who doubled as the harpsichord player. It was wonderful. Then we enjoyed a long walk home along the River Cam. Next day, we attended a choral Eucharist at King’s College Chapel with an angelic choir and a front view of “Adoration of the Magi” at the altar.

Brief Comments

- At Queens’ College, we had valuable discussions with Judith Jesky, who is the University Disability Advisor.
- We met Paula Halson - the Registrar of Churchill College – who had just been awarded a British Churchill Fellowship. Paula gave us information on the activities of Churchill College.
- The Archivist Librarian for the Winston Churchill Memorabilia Collection, Allen Chapwood, at Churchill College, gave us an insight into every aspect of Churchill’s life and showed us many pieces of memorabilia.
- The Maintenance Officer – David Doosby - at the college gave us information of his extensive role at Churchill College. We were particularly interested in the use of ramps at the College.

Edwinstowe

Accommodation  Youth Hostel: Very accessible.

Attractions  Sherwood Forest

Brief Comments

- The Youth Hostel was very accessible. All accommodation, kitchen and dining/reading room are on the ground floor. The only exception is that one of the lounges available to hostellers is upstairs. A fine, new facility.
- We wandered into the town centre, looking into a B & B as an alternative to the Youth Hostel, for the night. It is indicative of most B & Bs that they have mainly upstairs rooms and that the stairs are steep and narrow.
- We enjoyed our visit to Sherbrooke Forest. The Visitors’ Centre is very well laid out. There are ‘peep holes’ for people to have a look and try the activity. The layout of the whole building makes it very accessible. There are ‘listening posts’ and areas where visitors can do ‘brass rubbing’ type activities. A marvellous attraction for people with disAbilities - especially those with an intellectual disAbility.
Our stroll around the accessible paths was very pleasant and would be enjoyed by all with disabilities. The famous oak tree – 600 years’ old – was well worth our walk.

**Stansted**

Attraction: Stansted Airport: Accessible.

**Brief Comments:**
- Because we had been informed that Stansted Airport had excellent facilities for people with disabilities, we changed our ‘drop off’ point and took our hire car to Stansted Airport. Most counters are high, although those in the ‘check in’ section are of wheelchair height.
- Toilets have hinged doors, which make it difficult, but they are wider and there are bars for assistance if required. But – as I always say – once you have to ask for assistance, you lose your independence.
- The door into the chapel is also hinged, but is ‘normal’ width. Once inside, it is a bit awkward to manoeuvre yourself, let alone a wheelchair.
- We had a fruitful discussion with a staff member at the Disability Information Counter. The ATM poses a problem for people in wheelchairs. Unless you are a very tall person, it is difficult to access the press controls. We tested this situation by borrowing a wheelchair and found it to be so.

**London**

Accommodation: Baden Powell House (Scout Hostel): Accessible.

Attractions:
- Silver Vaults: Accessible
- Tower of London and Crown Jewels: **Accessible**
- Tussaud’s London Planetarium: **Accessible**
- Lord's Cricket Ground: **Accessible**
- Wimbledon: **Accessible**

- RADAR
- RNIB **
- RNID

Transport: Tube train. Some stations are accessible – ‘Mind the Gap’ – between platform and train.

**Brief Comments:**
- Stephanie Lambert at Access for All Office, The National Trust, was exceedingly helpful in giving of her time and in providing free entry into National Trust properties; copious material including tapes about Trust properties with people with disabilities in mind; handbooks; Braille; large print maps and information and a manual for staff on Visitors with DisAbilities, etc. The book on Waddesdon Manor was well used during our visit. A particularly interesting point we learned was the provision of a list of “touch opportunities” for sight impaired visitors to enjoy. This includes objects, surfaces and even live animals. An invention called the ‘Red Towel System’, assists in this area of need. At reception, the visitor is given a coloured flannel so that they may wipe their hands to remove substances likely to affect fragile items
before touching. This flannel is taken from room to room and the staff recognise it and indicate touchable items without having to be asked.

- Janet Simmonds – from RNID (The Royal National Institute for Deaf People) – was very informative. The mission of RNID is: “To be a powerful force for change with government, and public and private sector organizations; to change radically the attitudes and behaviour of individuals towards deaf and hard of hearing people; to provide services directly to deaf and hard of hearing people to improve their everyday lives and to be a catalyst for research in medicine and technology to improve the lives of people with a hearing loss. We seek to work in partnership with those who share our vision and mission. RNID is the largest charity representing the 8.7 million deaf and hard of hearing people in the UK. As a membership charity, we aim to achieve a radically better quality of life for deaf and hard of hearing people”.

- The Royal National Institute for the Blind is a similar charity looking after interests of blind and sight-impaired people. “RNIB is one of the UK's biggest and most diverse charities. We provide over 60 different services for over 2 million people with serious sight problems throughout the country. RNIB's Website lists detailed information about many of their services.

- We also met with Annette Tejada and staff at RADAR (The Royal Association of Disability and Rehabilitation). “RADAR campaigns for better lifestyles for ‘disabled’ people & their families”. Toilet Key Scheme. “The National Key Scheme, initiated by RADAR in the 1970s, offers independent access for disabled people into over 4000 locked public toilets around Britain. RADAR would like all providers of accessible toilets to keep them unlocked if at all possible. The Scheme is suggested where it is necessary to lock the toilets to maintain their cleanliness and to protect them from vandalism and misuse”.

- There are many gaps between platform and trains at most Underground Tube stations, particularly at Bank, where the station curves around the underground vaults. Indeed, this gap is obvious at all country stations in Britain as well. The gap problem is not exclusive to Britain – look at our own in Melbourne! A very major one at that!!!!!!!!!!!!!!!!!!!

- We have received information that Madam Tussaud's and Tussaud's London Planetarium is accessible. People with disAbilities are able to be dropped off and picked up in front of the main entrance on Marylebone Road and the car park is about five minutes walk from the attraction. There isn’t any ‘disabled’ parking available in the borough of Westminster.

- There is ‘disabled’ access to all parts of Lord's Cricket Ground. 'Disabled access to Lord's Cricket Ground' is a publication which explains all aspects of accessibility at Lord's Cricket Ground.

- The following information was forwarded to me by Wendy Collett from The Mobility & Inclusion Unit, Department for Transport, Local Government and the Regions.

**DISABILITY DISCRIMINATION ACT 1995**

**- TRANSPORT VEHICLES**

The Government is committed to an accessible public transport system in which disabled people have the same opportunities to travel as other members of society.

The powers in Part V of the Disability Discrimination Act 1995 (DDA) allow the Government to make regulations requiring all new land based public transport vehicles to be accessible to disabled people, including those who need to remain in wheelchairs.

The framework for the regulations has been drawn up in discussions with transport industries (both manufacturers and operators) and with the Disabled Persons
Transport Advisory Committee. All the proposals are then subject to wider public consultation.

**Rail**

The Rail Vehicle Accessibility Regulations came into force on 1 November 1998 and apply to all new rail vehicles entering service from 1 January 1999.

**Buses and Coaches**

The Passenger Service Vehicle Accessibility Regulations 2000 affect all new vehicles, with more than 22 passengers, used on local and scheduled services, since 31 December 2000.

Since that date, new full size single deck buses over 7.5 tonnes and double deck buses have been required to be fully accessible to disabled people, including wheelchair users. All full size single deck buses over 7.5 tonnes will be fully accessible from 1 January 2016, and all double deck buses from 1 January 2017.

Also since 31 December 2000, new buses weighing up to 7.5 tonnes and coaches have had improved access for ambulant and sensory impaired passengers, and will have wheelchair access from 2005. All buses weighing up to 7.5 tonnes will be fully accessible from 1 January 2015 and coaches by 1 January 2020.

Proposals for access to other services and for small vehicles (22 passengers or less) will be subject to further consideration and consultation.

**Taxis**

We held an informal consultation exercise on our proposals for implementing the taxi provisions of the DDA in 1997. It was proposed that from 1 January 2002 all newly licensed taxis would have to comply with accessibility regulations, with all licensed taxis compliant by 1 January 2012.

After considering the responses to the consultation, together with the detailed economic analysis of the draft proposals, Ministers announced last year that they would not be pursuing a start date of 2002 for the accessibility regulations. A revised package of proposals is now being developed.

**Guide and hearing dogs in taxis**

Section 37 of the DDA came into force on 31 March 2001. This places a duty on licensed taxi drivers in England and Wales to carry guide, hearing and other prescribed assistance dogs in their taxis and to do so without charge.

Since 1 December 2000 local licensing authorities have been able to consider applications from taxi drivers and to issue certificates of exemption to those applicants who they consider merit a medical exemption.

**Access to transport infrastructure**

Access to transport infrastructure is subject to Part III of the DDA, which covers access to goods, facilities and services.

Since 1 October 1999, service providers have been required to take reasonable steps to change practices, policies or procedures, which make it impossible or unreasonably difficult for disabled people to use a service.
From 2004, service providers will have to take reasonable steps to remove, alter, or provide reasonable means of avoiding physical features that make it impossible or unreasonably difficult for disabled people to use a service.

Further information on the DDA can be obtained from the DDA help line on 08457 622633.

In the meantime, the DTLR, with the Institution of Highways and Transportation and a number of other bodies, has commissioned work to draw up comprehensive guidance on best practice in the design of public transport infrastructure and the pedestrian environment. The document, which will be available shortly, will inform the transport industries’ response to the forthcoming DDA requirements.

Woodford Green

Organisation Redbridge Sensory Services Centre. Very accessible - fair bit of walking to get there, though!
Bus & Coach Terminals

Los Angeles  Very accessible.
San Diego   Very accessible.
Vancouver     Very accessible.

Ferry Terminals

Vancouver Island   Very accessible.
Seattle            Accessible.

International and Domestic Airports

Honolulu     Honolulu Airport: Very accessible.
Los Angeles  Los Angeles Airport: Very accessible.
Las Vegas     Las Vegas Airport: Very accessible.
San Diego     San Diego Airport: Very accessible.
Orlando       Orlando Airport: Very accessible.
Boston        Logan Airport: Very accessible.
Dublin        Dublin Airport: Very accessible.
Edinburgh     Edinburgh Airport: Very accessible
London        Heathrow Airport: Very accessible.
Singapore     Changi Airport: Very accessible.

Air Transport

Air Lingus     Accessible.
American Airlines    Accessible.
British Airways     Quite accessible.
QANTAS            Very accessible.
CONCLUSION

There is a great awareness now of making our communities ‘user friendly’ for all people with disAbilities. The provision of the various Acts of Parliament – the Americans with Disabilities Act (ADA) 1990 and the Disability Discrimination Act (DDA) 1995, of Great Britain, make it obligatory for governments and public utilities to make the infrastructure of the environment user friendly. Canada, Scotland, Wales and Ireland seem to follow their neighbours in their Disability Discrimination Acts.

It is the threat of litigation that drives the government and corporate sectors. Is this good enough? No! It is the attitude that counts. To motivate people by threat of litigation - or other penalty, for that matter - does not help to promote the attitude required. A sincerity of attitude towards people with disAbilities can only come about through education – educating our children to socialise properly – educating them to play with other children – educating them to accept other people as friends, both those with and without disAbilities.

It is through our example – our acceptance of people with disAbilities, which will ultimately bring about the required attitude.

It is also through travel, that people with disAbilities will gain much needed self esteem and also will play a strong role in reinforcing this positive attitude.

The United States of America

Accommodation

We used a variety of accommodation. Youth Hostelling International is striving to cater for people with disAbilities, some premises providing better facilities than others. The main problem is the age of many of the buildings and stairs to upper floors. Many of these have lifts, but in some cases, these are ‘out of order’ – in many cases it can be days (even weeks) before being fixed! Most hotels have some accessible rooms designated for use by people with mobility problems and other disAbilities. Improvements are being made all the time.

Public transport is very accessible for wheelchairs. A hydraulic lift - at the entrance to buses – is operated by the driver. Once in the vehicle, the wheelchair is secured. The driver, however, is not allowed to give personal assistance, that is, to carry or manhandle any user with a disAbility (or other passengers – we must not even be seen to promote a difference!). If able-bodied travellers are seated in designated seats for ‘Priority Seating – Yield this seat for Persons using Wheelchairs’ or ‘Priority Seating for Elderly or Disabled Passengers’, the driver must tell them to move elsewhere in the vehicle – and, in many cases, other passengers do tell them!

Overall, we found that attractions were very accessible and, in the main, catered well for patrons in wheelchairs or those with hearing and sight impairments. Many attractions included programs which are very stimulating for people with intellectual disAbilities.

The United Kingdom
**Accommodation**

**National Accessibility Scheme:** Look for the National accessibility Symbol when choosing where to stay. All the places, which display this symbol, have been checked by the Tourist Board inspector against criteria which reflects the practical needs of wheelchair users. There are three categories of accessibility, as mentioned earlier in the report.

Because the buildings in the United Kingdom are - in most cases – many centuries old, it is extremely difficult to find accommodation suitable for use by people with disAbilities. Places such as B & Bs, Youth Hostels, other hostels, pubs and cottages, mainly have bedrooms and bathrooms upstairs – and then the stairs are very steep. Some B & Bs have a shower and a toilet built into small spaces - even built into cupboards in some cases! Larger hotels and hostels are doing what they can to provide access and smaller establishments are hoping to provide ground floor bedrooms.

Most buildings come under the Heritage Conservation Act and therefore permission must be sort for any alteration. We found the attitude of people in Britain and Dublin – overall – to be genuine towards people with disAbilities. For example in the B & B in Dumfries, the owner had a lady in a wheelchair seeking accommodation. After many phone calls to people she believed may have helped, Marion was willing to bring a mattress downstairs into their private lounge.

**Transport**

Not all buses are accessible to people in wheelchairs. However, an increasing number of kneeling buses – vehicles which are hydraulically lowered – and low floor buses are coming into service.

Generally, there is more being done with getting the bus fleets accessible for wheelchairs.

Some taxis are accessible.

Again – due to the age of buildings and the provision of Heritage Conservation Act - many attractions are finding it hard to fully comply with accessibility requirements. Even any alterations to parks are scrutinised by the Heritage Conservation Act in all parts of the United Kingdom. This includes Dublin and the rest of Ireland.

The Heritage Act has similar provisions as that of the Heritage Conservation Act.

There are photographs of different Kerb cuts and footbridges – as well as general views of accessibility - in the appendix section of this report.

It is very important for all people with disAbilities to be part of our community – and to feel comfortable with their surrounding environment. This includes, of course, the geographical environment in which they live, their social environment. and – I firmly believe – the wider environment waiting for them to explore. These are of paramount importance to a person’s self esteem and sense of inclusion.

We were impressed with the ever-increasing front access to buildings with press button, automatic doors, especially in the US. In some cases these are sliding doors, depending on whether there is space in the structure of the building to house the door when open. This overcomes the aforementioned independency situation.
Toilets are very high on my list of topics of conversation! All people – and, especially a person with a disAbility – like their independence. Able-bodied people are able to take this independence for granted. As soon as a person with a disAbility has to ask somebody for assistance, for example to open a door – a toilet door, or any door for that matter – then that person loses his or her independence. It seems to be a bit more embarrassing to ask a person to open a toilet door than any other door. Hence, during our travels, I was constantly remarking on this aspect of disAbility. What happens when a blind person goes into a toilet? Are the toilet rolls in the right spot? How do they find them? Are the toilet seats clean?

Having said what I did in the second paragraph, many doors in the other countries we travelled in, are hinged doors with handles to snib them. For example, we were particularly critical of the doors to the toilets - and also to the chapel – at Stansted Airport, which was written up as a good example of an accessible public building. These rooms had a ‘Disability Symbol’ displayed. While I am on Stansted Airport, the counters in the main enquiry hall were of a ‘Normal Standing Height’, although – we believe – that those at the check in counters, do cater for people in wheelchairs, at ‘Wheelchair Height’. The ATM – which was situated next to the ‘Disability Information’ counter – certainly was not accessible by a wheelchair user.

All people with disAbilities have the same desires and needs as the rest of the community. It must be remembered that many of these people feel that much of society’s infrastructure – built in the days when people with disAbilities were ‘hidden’ – are geared to think that travel for them, takes a lot of effort and, therefore, it is easier to stay in their known and secure surroundings. This, of course, is not the case – certainly, the latter. Society has more or less grown up to realise that people with disAbilities are just as able to enjoy the wonders and beauty of God’s creation – certainly, to do what their friends do and to be involved. Slowly, we are beginning to realise that people with disAbilities are able – and, indeed are – to travel as well as participate in any other activities. Yes – they may need some assistance along the line – but this should not be a barrier.
RECOMMENDATIONS

Since returning to Australia, it is surprising the number of little ‘things’ - and the awareness of all facilities for people with disAbilities - which I have noticed. They include:

- The gap between platform and train at stations;
- The differences in kerb cuts. Those in parts of the Melbourne Central Business District seem to be very good, while others in the CBD are very mediocre
- An appalling lack of street signage and shop numbers.

I believe the provision of crossovers is a very important task for local authorities. The crossovers should be placed on each corner – that is a total of eight where two roads cross and there is a footpath on each side of the road. In some cases, these are placed on the apex of each of the four corners. To me, this constitutes a safety hazard as – when a wheelchair user needs to cross either of the two roads – the person must move onto the road, before turning in the direction which he wishes to go. If, on the other hand – and this is the more common practice – the crossovers are placed each side of the apex, then the hazard is reduced considerably. Of course, the wheelchair user must take every precaution in all cases.

The ramp of the crossover should be uniform, so that the sides or incline of it do not cause any obstacle and that the crossover or kerb cut facilitates what it is designed to do, as safely as possible.

Crossovers are also used by people with children and/or pushers, children on tricycles, shoppers with shopping trolleys and people who may have difficulty walking. They should be firm and even and with a gentle slope. The base of the slope is the most crucial part of any ramp.

Displays on the floor of shops should be such that there is a clear pathway between displays. There is nothing more infuriating than to have to “watch one’s step” – or not be able to negotiate a wheelchair in a shop with merchandise displayed on the floor - for example tents erected – and racks of clothing or china.

Many doors on toilets for people with disAbilities are locked. I realise why this is so. But surely, this is another accessibility issue. When the male and female toilets are open, why should a person - requiring a toilet for people with disAbilities – have to go to an authority for a key to open it? This would be another issue, which would be dealt with in the education programme mentioned above. I suggest that indicators be installed for blind people – especially at railway stations – so that they know where the toilets are. Sight impaired people need to be able to recognise whether a toilet is male or female and if there is a ‘disabled’ toilet - with toilet paper in a standard, pre-determined spot.

While I am talking about toilets, let me suggest that handrails should be put in strategic places around urinals. This would be of great assistance to men who are unsteady on their feet.

It has been in my mind for quite some time to go around schools to help children to understand that children with disAbilities are still good playmates, although they may be restricted in their movements, have difficulties with their speech or may be slower to do things. Fundamentally – and with correct and patient instruction - they are children who are able to learn and understand life in the same way – and with the same fun and enjoyment – as others. This cannot – indeed, it must not – be done by ‘showing off’, or ‘exhibiting’ other children or adults with disAbilities. Nor should it be done in such a way as to embarrass other children, the person with the disAbility, who has come to assist in the education process. By doing this, able-bodied children (I don’t like the word, ‘normal’) can grow.
up and play together. It is through this ‘growing up together and playing together’ part of life – I’m sure readers will agree – that it is easier to develop a non-intrusive and supportive attitude. This will eventually mean that people with disAbilities will grow up in a society which respects them for ‘who they are’ and not make life uncomfortable for them’.

Let us educate our children to the needs of those with disAbilities.

Any tour for people with a disAbility is expensive. This is because the person - requiring a carer - must pay the carer’s fares, accommodation and keep, as well as pay them suitably. This is why I am endeavouring to start a benevolent society. It is by providing such a facility, that we may be in a strong position to apply to philanthropic societies, apply for government funding and utilise fundraising from time to time. We will then be in a position to pay all – or most – of the carer component of all tours, as well as meeting ongoing costs of researching different areas, of memberships to affiliated associations and the ever increasing day to day managerial and administrative expenses. A lot more needs to be done for people with disAbilities, as you - no doubt - would agree. And that doesn't just include the physical environment, but the general community's acceptance - of all people with disAbilities - and their related attitudes. The community must, firstly, feel comfortable when talking to - or seeing - somebody with any disAbility. This also works both ways. The person with the disAbility has also got to feel comfortable with other members of the community and feel secure, as well.

It is strongly recommended that all Cities – especially the Capital Cities - in Australia ‘colour code’ their public transport – especially buses. Trams and trains, to indicate their route, can be similarly colour coded. In many places – particularly in Orlando – buses on each bus route were different colours. Recently I was waiting for a bus, which is fawn in colour on the route I was on. Along came a bus, which was black, because it was painted to comply with an advertisement. Well – I wanted a fawn bus – not a black bus! It wasn’t until the bus was close by that I could read the route number. By this time – particularly with my diminishing eyesight and slower reactions – the bus had passed me.

This also refers to the platform signage at stations – particularly Flinders Street. It would also be an advantage for able-bodied people, especially visitors from overseas, interstate or within Victoria. Also it is difficult to sort out announcements.

The Taxi Directorate in Melbourne needs a lot of reviewing. For example, I have had people, who needed a wheelchair taxi – wait for more than forty-five minutes - and, on some occasions, for over an hour. These people have been charged for loading the wheelchair, over and above their fare. The meter has also been commenced prior to loading. The meter, of course, should be started when the passenger is in the taxi.

We both enjoyed our ten-week sojourn. Of course, we didn’t see as much as we would have liked. The need and desire to go again is there!!
HELPFUL ADDRESSES

U.S.A.

Hawaiian Addresses

The New Otani Kaimana Beach Hotel
2863 Kalakaua Avenue, Honolulu HI 96815, USA
Phone: 808 923 1555 – Fax: 808 922 9404
Email: rooms@kaimana.com
Web: www.kaimana.com

Y.M.C.A. of Honolulu – Atherton Branch
1810 University Avenue, Honolulu HI 96822, United States of America.
Phone: 808 946 0253 – Fax: 808 941 78002
Web: http://www.alternative-hawaii.com/accomm/oymyw.htm

Waikiki Aquarium
2777 Kalakaua Avenue, Honolulu HI 96154027, United States of America.
Phone: 808 923 9741 – Fax: 808 923 1771
Email: aquarium@wacquarium.org
Web: www.wacquarium.org

Handicabs of the Pacific, Inc - Wheelchair Taxi & Touring Company
P.O. Box 22428, Honolulu HI, 96823, United States of America.
Phone: 808 524 3866 - Fax: 808 523 6056.
Email: Handi_Cabs@msn.com

Honolulu Academy of Arts
900 South Beretania Street, Honolulu HI 96814-1495, United States of America.
Phone: 808 532 8700
Email: info@honoluluacademy.org
Web: www.honoluluacademy.org

Academy of Art Center at Linekona
111 Victoria Street, Honolulu HI 96814, United States of America.
Phone: 808-532-8741 – Fax: 808-532-8787
Hostelling International – Honolulu

2323A Seaview Avenue, Honolulu HI 96822, United States of America.
Phone: 808 946-0591 - Fax: 808 946 5904.
Email: sanaki@aol.com
Web: www.hiavh.org

Californian Addresses

San Francisco

Mayor’s Office on Disability

401 Van Nees, Room 300, San Francisco, CA 94102, United States of America.
Phone: 415 554 6789 - Fax: 415 554 6159 – TTY: 415 554 6799.
Email: walter-park@ci.sf.ca.us

Los Angeles

Omni Los Angeles Hotel

251 S. Olive Street, Los Angeles, CA 90012-3002, United States of America.
Phone: 213 617 3300 – Fax: 213 617 3399
Web: www.omnihotels.com

C. Page Museum La Brae Discoveries (Tar Pits)

5801 Wilshire Boulevard, Los Angeles CA 90036, United States of America.
Phone: 213 936 2230 or 323 934 7243
Email: info@tarpits.org
Web: http://www.tarpits.org or http://www.frankwu.com/labrea.html

Disneyland

1313 S. Harbor Boulevard, Ball Road at Santa Freeway, Anaheim, United States of America.
Phone: 714 999 4565
Web: http://disneyland.disney.go.com/disneylandresort

San Diego

Seaworld **

500 Seaworld Drive, San Diego, CA 92109-7904, United States of America.
Phone: 619 226 3900
Web: http://www.seaworld.com/seaworld/ca/
San Diego Zoo

Zoo Drive, San Diego, CA 92112-0551, United States of America.
Phone: 619 234 3153
Web: www.sandiegozoo.org

Old Town San Diego State Historic Park

4002 Wallace Street, San Diego, CA 92110, United States of America.
Phone: 619 220 5422
Web: http://www.cal-parks.ca.gov/default.asp?page_id=663 and
http://www.accessandiego.org/get_results.asp?actiontype=showOne&fac_id=39

Accessible San Diego **

P.O. Box 124526, San Diego CA 92112-452600 Drive, San Diego, CA 92112-0551, US
Phone: 858 2790704
Email: web@accessandiego.com
Web: www.accessandiego.com

Holiday Inn on the Bay

1355 N. Harbor Drive, San Diego, CA 92101, United States of America.
Phone: 619 232 3861 – Fax: 619 232 3951
Email: hmaekawa@bristolhotels.com
Web: http://www.180096hotel.com/cgi-bin/hotelininfo?SID=R10&HotelId=HI+BAY&HName=HOLIDAY+INN+ON+THE+BAY&LKF=R10&Dest=SAN&LANG=en&Return=Prev

Days Inn

1919 Pacific Highway, San Diego CA 92101, United States of America.
Phone: 619 232 1077 – Fax: 619 232 6977
Email: web@accessandiego.com
Web: http://www.travelhero.com/prophome.cfm/id/65678/aid/123

Las Vegas

Budget Inn Hotel Downtown

301 S. Main Street, Las Vegas, NV 89101, United States of America.
Phone: 702 385 5560 – Fax: 702 382 9273
Email: staff@budgethotel.com
Nevada Commission on Tourism and Las Vegas Convention and Visitors’ Authority - Australian Office

Gate 7 Pty Ltd, Suite 302, Bay House, 2 Guilfoyle Avenue, Double Bay NSW 2028, Australia.
Phone: 02 9328 5440 – Fax 02 9328 5443
Email: lasvegas@gate7.com.au
Web: www.lasvegasfreedom.com.au

Treasure Island at the Mirage

P.O. Box 7711, Las Vegas, Nevada 89177-0777, United States of America.
Phone: 702 894 7111
Web: www.treasureislandlasvegas.com

Florida Addresses

Orlando-Kissimmee

Orlando Kissimmee Lakeside Super 8 Motel

Phone: 407 396 1144 – Fax: 407 396 4389
Email: stay@abclakeside.com
Web: www.abclakeside.com

Meares Transportation Group

324 W. Gore Street, Orlando, FL 32806, United States of America.
Phone: 407 423 5566
Web: www.mearstransportation.com

Disney World

Web: http://disneyworld.disney.go.com/waltdisneyworld/index

Seaworld **

Intersection of Interstate 4 and FL 528 (The Bee Line Expressway) FL, United States of America.
Web: http://www.seaworld.com/seaworld/fla
Kennedy Space Center

Information, KSC, FL 328999, United States of America.
Phone: 321 867 5000
Web: http://www.ksc.nasa.gov

New York Addresses

City of New York, Big Apple Greeter

1 Centre Street Suite, 2035 New York NY 10007, United States of America.
Phone: 212 669 3602 – Fax: 212 669 3685
Email: pryan@bigapplegreeter.org
Web: www.bigapplegreeter.org

Empire State Building

350 Fifth Avenue, Manhattan, New York, NY 10118, United States of America.
Web: http://www.esbnv.com

Massachusetts Addresses

Boston

Boston Moby Duck Amphibious Sightseeing Tours

Phone: 978 281 9565 – Fax: 978 282 3137
Email: info@mobyduck.com
Web: www.mobyduck.com

Beantown Trolley Tours

Phone: 617 236 2148
Email: imww@pipeline.com
Web: http://www.cityinsights.com/boston.htm

District of Columbia Address


10th Street and Constitution Ave., NW, Washington D.C. 20560, United States of America.
Phone: 202 357 2700 – TTY: 202 357 1729
Email: info@info.si.edu
Web: http://www.mnh.si
**Vancouver Addresses**

Vancouver Touristinfo Centre

Plaza Level, 200 Burrard Street, Vancouver BC V6C 3L6, Canada.
Phone: 604 683 2000
Fax: 604 682 6839
Web: [http://www.tourismvancouver.com/docs/visit/travel_tips/services_disabled.html](http://www.tourismvancouver.com/docs/visit/travel_tips/services_disabled.html)

Tourism Vancouver

Suite 210, 200 Burrard Street, Vancouver BC V6C 3L6, Canada.
Phone: 604 682 2222
Fax: 604 682 1217
Web: [http://www.tourismvancouver.com/docs/visit/travel_tips/services_disabled.html](http://www.tourismvancouver.com/docs/visit/travel_tips/services_disabled.html)

Vancouver Museum

1100 Chestnut Street, Vancouver BC, V6J 3J9, Canada.
Phone: 604 736 4431 – Fax: 604 736 5417
Web: [www.vanmuseum.bc.ca](http://www.vanmuseum.bc.ca)

Vancouver Maritime Museum

1905 Ogden Avenue, Vanier Park, Vancouver BC, V6J 1A3, Canada.
Phone: 604 257 8300
Web: [www.vmm.bc.ca](http://www.vmm.bc.ca)

**Victoria Addresses**

Access Victoria **

2550 Rock Bay Avenue, Victoria BC, V8T 4R6, Canada.
Phone: 888 593 4247 (Toll Free) or 250 744 0046
Email: reservations@accessvictoria.com
Web: [www.accessvictoria.com](http://www.accessvictoria.com)

Hostelling International Victoria

516 Yates Street, Victoria BC, V8W 1K8, Canada.
Phone: 250 385 4511 – Fax: 250 385 3532
Email: victoria@hihostels.bc.ca
The Empress Hotel (The Fairmont Empress)

721 Government Street, Victoria BC, V8W 1W5, Canada.
Phone: 250 384 8111 – Fax: 250 381 5959
Email: theempress@fairmont.com

Ocean Pointe Resort

45 Songhees Road, Victoria BC, V9A 6T3, Canada.
Phone: 250 360 2999 – Fax: 250 360 5856
Reservations 1800 667 4677
Email: reservations@oprhotel.com
Web: www.oprhotel.com

Royal London Wax Museum

470 Belleville Street, Victoria BC, V8V 1W9, Canada.
Phone: 250 388 4461 – Fax: 250 388 4463
Email: khl@pinc.com
Web: http://www.waxworld.com/

Craigdarroch Castle

1050 Joan Crescent, Victoria BC, V8S 3L5, Canada.
Phone: 250 592 5323 – Fax: 250 592 1099
Email: ccastle@islandnet.com
Web: www.craigdarrochcastle.com

The Butchart Gardens

800 Benvenuto Road or Box 4010, Victoria BC, Canada V8X 3X4, Canada.
Phone: 250 652 4422 – 250 652 3883
Email: email@butchartgardens.com
Web: www.butchartgardens.com

Pacific Undersea Gardens

490 Belleville Street, Inner Harbour, Victoria BC, Canada.
Phone: 250 382 5717
Web: http://www.pacificunderseagardens.com/

Royal British Columbia Museum

675 Belleville Street, Victoria BC, V8W 9W2, Canada.
Web: www.rbcm1.gov.bc.ca
IRELAND

Dublin Addresses

Comhairle Access Service **

44 North Great George’s Street, Dublin 1, Ireland.
Email: comhairle@comhairle.ie
Web: www.comhairle.ie

Trinity College – Book of Kells

Trinity College, Dublin 2, Ireland.
Phone: 353 1 6081000
Web: http://www.tcd.ie/Library/kells

Dublin Tourism **

Web: www.visitdublin.com

Dublin International Youth Hostel

61 Mountjoy Street, Dublin 7, Ireland.
Phone: 01 830 1766 – Fax: 01 830 1600
Email: anoige@iol.ie

Royal Dublin Hotel – Best Western

O’Connell Street, Dublin 1, Ireland.
Phone: 01 873 3666 – Fax: 01 873 3120
Web: www.royaldublin.com

Holiday Inn Dublin City Centre

99-107 Pearse Street, Dublin 2, Ireland.
Phone: 01 670 3666 – Fax: 01 670 3636
Email: info@holidayinndublin.ie
Web: www.holidayinndublin.ie

National Gallery of Ireland

Merrion Square West, Dublin 2, Ireland.
Phone: 353 1 661 5133 - Fax 353 1 661 5372
Email: info@ngi.ie
Web: www.nationalgallery.ie
Dublin Bus

55 Upper O’Connell Street, Dublin 1, Ireland.
Phone: 353 1 18720000
Email: info@dublinbus.ie
Web: www.dublinbus.ie

Aircoach

North Terminal Dublin Airport, Dublin, Ireland.
Phone: 0 1 844 7118 – Fax: 0 1 844 7119
Email: info@aircoach.ie
Web: www.aircoach.ie

UNITED KINGDOM

SCOTLAND

Edinburgh Addresses

Brunsfield Youth Hostel

7 Bruntsfield Crescent, Edinburgh EH10 4E2, United Kingdom.

Palace of Holyroodhouse

Canongate, Royal Mile, Edinburgh EH8 8DX, United Kingdom.
Email: hh@royalcollections.org.uk

Edinburgh Castle **

Castle Rock, Royal Mile, Edinburgh, United Kingdom.
Phone: 0131 225 9846 – Fax: 0131 220 4733
Web: http://www.geo.ed.ac.uk/home/tour/castle.html

Dynamic Earth

112 Holyrood Road, Edinburgh EH8 8AS, United Kingdom.
Phone: 0131 550 7800 – Fax: 0131 550 7801
Email: claire.alexander@dynamicearth.co.uk
Web: www.dynamicearth.co.uk
Museum of Scotland

Chambers Street, Edinburgh EH1 1JF, United Kingdom.
Phone: 0131 247 4422
Email: cit@nms.ac.uk - (Disability Officer)
Web: www.nms.ac.uk

Royal Museum of Scotland

Chambers Street, Edinburgh EH1 1JF, United Kingdom.
Phone: 0131 247 4219
Email: cit@nms.ac.uk - (Disability Officer)
Web: www.nms.ac.uk

National Trust for Scotland

Wemyss House, 28 Charlotte Square, Edinburgh EH2 4ET, United Kingdom.
Phone: 0131 243 9300 – Fax: 0131 243 9301
Web: www.nts.org.uk

easy Everything

58 Rose Street, Edinburgh, United Kingdom.
Web: www.easyEverything.com

Edinburgh Military Tattoo **

The Tattoo Office, 32 Market Street, Edinburgh EH1 1QB, United Kingdom.
Phone: 0131 225 1188 – Fax: 0131 225 8627
Email: edintattoo@edintattoo.co.uk
Web: http://www.edintattoo.co.uk

**Biggar Address**

School Green Cottage B&B

Kirkstyle, Biggar, United Kingdom.

**Castle Douglas Address**

Threave Gardens

Castle Douglas DG7 IRX, United Kingdom.
Phone: 01556 50575 – Fax: 01556 50 2683
Web: www.nts.org.uk/threave
**Dumfries Address**

Burns Cottage

Burns House, Burns National Heritage Park, Alloway Ayr, Castle Street, Dumfries, UK

Email: info@robertburns.org

Web: www.robertburns.org

**WALES**

**Llanwrtyd Wells Address**

Llanwrtyd Wells Mid Wales Powys **

Llanwrtyd Information Centre,
Ty Barcud, Y Sgwar, Llanwrtyd Wells, Wales, United Kingdom.

Phone: 01591 610828 – Fax: 01591 610666

Email: lesley@celt.ruralwales.org

Web: www.llanwrtyd-wells.powys.org.uk

**Cardiff Addresses**

**Shopmobility**

Oxford Arcade, Bridge Street, Cardiff, Wales, United Kingdom.

Phone: 02920 399 355

Web: www.cardiff.gov.uk

**Wales Holidays**

Bear Lanes, Newtown, Powys, SY16 2QZ, Wales, United Kingdom.

Phone: 01686 628200 – Fax: 01686 622465

Email: info@wales-holidays.co.uk

Web: www.wales-holidays.co.uk

**Museum of Welsh Life**

St Fagans, Cardiff, CF5 6XB, Wales, United Kingdom.

Phone: 029 2057 3500 - Fax: 029 2057 3490

Email: mwI@nmgw.ac.uk

Web: www.nmgw.ac.uk
The National Museum and Gallery

Cathays Park, Cardiff, CF10 3NP, Wales, United Kingdom.
Phone: 029 2039 7951 – Fax: 029 2037 3219
Email: post@nmgw.ac.uk
Web: http://www.nmgw.ac.uk

Radyr Arms Restaurant

Station Road, Radyr, Cardiff, Wales, United Kingdom.
Phone: 029 2084 3185

Cardiff Tourist Information Centre

St. Davids House, 16 Wood Street, Cardiff, CF10 1ES, Wales, United Kingdom.
Phone: 029 2022 7281 – Fax: 029 2023 9162.
Email: enquires@cardifftic.co.uk
Web: www.visitcardiff.info

ENGLAND

Cambridge Addresses

University of Cambridge – Disability Resource Centre

Silver Street, Cambridge CB3 9EW, England, United Kingdom.
Phone: 01223 3 32301
Email: jmj28@cam.ac.uk

Churchill College

Storey’s Way, Cambridge CB3 0DS, England, United Kingdom.
Phone: 01223 336221 – Fax: 01223 336177
Email: registrar@chu.cam.ac.uk

Bath Addresses

Roman Baths

Phone: 01225 477785
Email: RomanBaths_enquiries@bathnes.gov.uk
Web: http://www.romanbaths.co.uk/
Bath Abbey and Heritage Vaults Museum

Phone: 01225 422 462 – Fax: 01225 422 442 9990  
Email: office@bathabbey.org  
Web: http://www.bathabbey.org

London Addresses

Madame Tussaud's London **

Marylebone Road, London NW1 5LR, England, United Kingdom.  
Phone: 0207487 0368 – Fax: 0200487 0363  
Email: csc@madame-tussauds.com  
Web: http://www.madame-tussauds.com/site/london/frontdoor.htm

Tussauds London Planetarium **

Marylebone Road, London NW1 5LR, England, United Kingdom.  
Phone: 0207487 0368 – Fax: 0200487 0363 – Direct Telephone: 0207 487 0201  
Email: Dominic.Jones@madame-tussards.com  
Web: http://www.madame-tussauds.com/site/planet/f_pl.htm

National Trust of England (Access for All Office)

36 Queen Anne’s Gate, London SW1H 9AS, England, United Kingdom.  
Phone: 020 7222 9251 - Fax: 020 7222 5097  
Email: accessforall@ntrust.org.uk  
Web: www.nationaltrust.org.uk

National Trust of England (Membership Department) **

P.O. Box 39, Bromley BR1 3XL, England, United Kingdom.  
Phone: 0870 458 4000  
Email: enquiries@thenationaltrust.org.uk  
Web: www.nationaltrust.org.uk

RADAR (The Royal Association of Disability and Rehabilitation)

12 City Forum, 250 City Road, London EC1V 8AF, England, United Kingdom.  
Phone: 020 7250 3222 – Text: 020 7250 4119 - Fax: 020 7250 0212  
Email: radar@radar.org.uk  
Web: www.radar.org.uk
Royal National Institute for the Blind  **

Phone: 020 7388 1266
Web: www.rnib.org.uk

Royal National Institute for the Deaf  **

19-23 Featherstone Street, London EC1Y 8SL, England, United Kingdom.
Phone: 020 7296 8000
Web: www.rnid.org.uk

The Mobility & Inclusion Unit, Department for Transport  **

Web: www.dtlr.gov.uk (site to change)

Tower of London and Crown Jewels  **

Information Line: 0870 756 6060
Web: www.hrd.gov.uk

Lord's Cricket Ground, Lord’s Tour Office  **

Lord’s Ground, London NW8 8QN, England, United Kingdom.
Phone: 020 7432 1033 – Fax: 00 7266 3825
Web: http://www-uk.cricket.org/link_to_database/NATIONAL/ENG/CLUBS/MCC/

Transport  **

Email: it.udp@ltbuses.co.uk

Triscope  **

The Vassall Centre, Gill Avenue, Bristol BS26 2QQ, England, United Kingdom.
Phone: 44 20 858 07021 – Fax: 0 117 939 7736 – Helpline: 08457 75 85 56 41
Text Phones on the above numbers – please use voice announcer
Alexandra House, Albany Road, Brentford, London TW8 0NE
Minicom: 08457 75 85 56 41 – Fax: 020 8580 7021
Email: tripscope@cablenet.cco.uk
Web: http://www.justmobility.com/triscope
**Cumbria Address**

Borrans Park Country House Hotel

Borrans Road, Ambleside, Cumbria LA22 0EH, England, United Kingdom.
Phone: 015394 33454 – Fax: 015394 33003

Rothay Manor Hotel and Restaurant

Rothay Bridge, Ambleside, Cumbria LA22 0EH, England, United Kingdom.
Phone: 015394 33605 – Fax: 015394 33607
Email: hotel@rothaymanor.co.uk
Web: www.rothaymanor.co.uk

Windermere Lake Cruises

Lakeside, Newby Bridge, Ulverston, Cumbria, LA12 8AS, England, United Kingdom.
Phone: 015395 31188 - Fax: 15395 31947
Email: w.lakes@virgin.net
Web: www.windermere-lakecruises.co.uk

**Northwood Address**

All go here **

P.O. Box 59, Northwood, Middlesex HA6 2HB, United Kingdom.
Email: editor@allgohere.com
Web: www.allgohere.com

**Papworth Everard Address**

*Our Voice*

1st floor, Bradbury Court, Westfields, Papworth Everard, Cambridge CB3 8RA, UK.
Phone: 01480 830999 – Minicom: 01480 831201 - Fax: 01480 831674
Email: office@ourvoice.org
Web: www.ourvoice.org

**Stratford-upon-Avon Addresses**

Anne Hathaway’s Cottage

Shottery, Stratford-upon-Avon, CV 37, England, United Kingdom.
Web: http://www.aboutbritain.com/AnneHathawaysCottage.htm
Shakespeare’s Birthplace
Shakespeare Centre, Henley Street, Stratford-upon-Avon, Warwickshire CV37 6QW, England, United Kingdom.
Email: info@shakespeare.org.uk
Web: http://www.shakespeare.org.uk/

Shakespeare Museum
Shakespeare Centre, Henley Street, Stratford-upon-Avon, Warwickshire CV37 6QW, England, United Kingdom.
Email: museums@shakespeare.org.uk
Web: http://www.shakespeare.org.uk

**Surrey Address**
Wheelchair Travel
1 Johnston Green, Guildford, Surrey GU2 9XS, England, United Kingdom.
Phone: 01483 237668 – Fax: 01483 237772
Email: trevor@wheelchairtravel.co.uk

**Windermere Address**
Windermere Lake Holidays Afloat
Robson’s Boatyard, Ferry Nab, Bowness-on-Windermere, Cumbria, LA23 3JH, England, United Kingdom.
Phone: 0 15394 43415 – Fax: 0 15394 88721
Email: info@windermere-lake-holidays-afloat.co.uk
Web: www.windermerelake-holidays-afloat.co.uk

**Woodford Green Address**
Redbridge Sensory Unit; Redbridge Sensory Services Centre
The Annexe, Findlay House, 7 Manor Road, Woodford Green, Essex IG8 8ER, England, UK.
Phone: 020 8498 9911 - Fax: 020 8498 9955 - Textphone: 020 8498 9922
Email redbridge@rnid.org.uk

**York Addresses**
York Tourist Information Centre
Web: www.visityork.org
York Minster

Visitors Department, St William's College, 5 College Street, York YO1 7JF, England, UK.
Phone: 01904 557216 - Fax: 01904 557218
Email: visitors@yorkminster.org
Web: www.yorkminster.org

Jorvik

Coppergate, York Y01 9WT, England, United Kingdom.
Phone: 01904 543402/3 - Fax: 01904 627097
Email: enquiries@vikingjorvik.com
Web: www.vikingjorvik.com

Other Addresses

National Community Boats Association **

British Waterways Clock Tower, Atherstone Road, Hartshill CV10 0TB, England, UK.
Phone: 02476 397400 – Fax: 02476 392611
Email staff@national-cba.co.uk
Web: http://www.newhorizons81.freeserve.co.uk/homepage.html

Stockport Canal Boat Trust **

57 Whaley Lane, High Peak, Derbyshire SK23 7BA, England, United Kingdom.
Phone (0166) 3732400
Email bill.beard@ntlworld.com
Web http://www.newhorizons.org.uk

Wimbledon Lawn Tennis Museum **

Centre Court, All England Lawn Tennis and Croquet Club, Church Street, Wimbledon, London SW19 5AE, England, United Kingdom.
Phone: 020 8946 6131 – Fax: 020 8946 6497
Web: http://www.wimbledon.org

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