

## AN ASSISTANCE SERVICE FOR DISABLED CUSTOMERS

Does it exist?

- Yes
- No

Addresses

- Telephone number \_\_\_\_\_
- Fax number \_\_\_\_\_
- E-mail \_\_\_\_\_
- Internet \_\_\_\_\_

How long before should the request be presented?

- 1h
- 12 h
- 24 h
- 48 h
- one week
- when leaving/arriving

To reach the assistance service, there are:

- Direction signs
- Tactile guides on the floor
- Tactile maps
- Other \_\_\_\_\_

How does a disabled customer meets the staff

- The disabled traveller must reach the assistance centre by himself
- The disabled traveller gets to the ticket office/check-in that will inform the staff
- By the car parks reserved for disabled people there are telephones to call the assistance service
- Inside the building there are telephones to call the assistance service

Kind of service provided to the disabled person:(multiple answer

- General information on how to orientate oneself inside the building
- Welcome of the customer when entering the building
- Luggage transport service

- ❑ Preference-check-in for disabled travellers at the assistance centre
- ❑ Accompanying the disabled traveller:
  - During boarding/landing operations from an airplane
  - During boarding/landing operations from a train
  - At a bar/ restaurant/ shops
  - At the toilet
  - When taking a taxi, at a car park or at bus stops
- ❑ Moving to a service wheelchair :
  - optional
  - compulsory
  - no service wheelchair is provided
- ❑ wheelchair sitting space      cm\_\_\_\_\_

If a disabled passenger gets on a train specially equipped for disabled persons, but at the departure/arrival railway station there is no assistance service, how can he get on/off?

- ❑ Getting on/off operations can be organized by making a reservation in advance
- ❑ The disabled person must be helped by his/her own helper
- ❑ Getting on/of operations are not allowed for security reasons