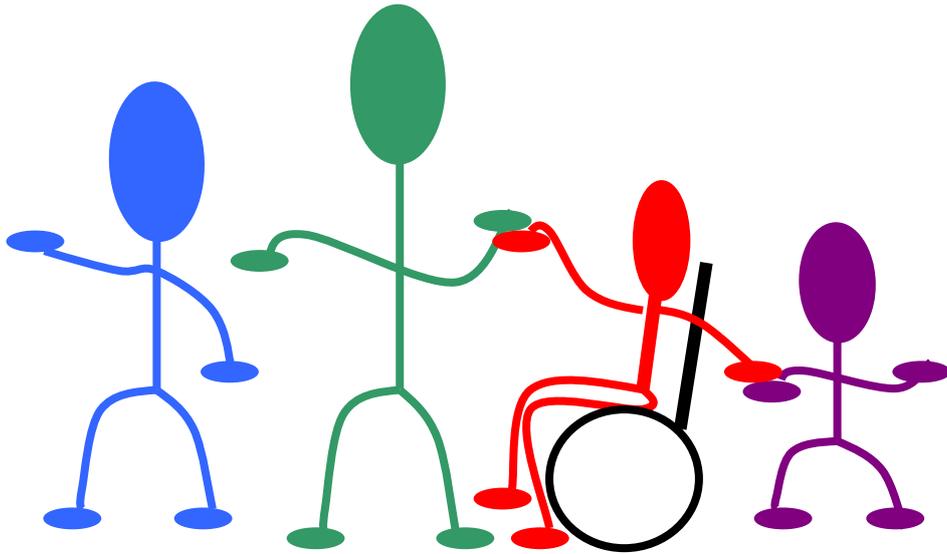
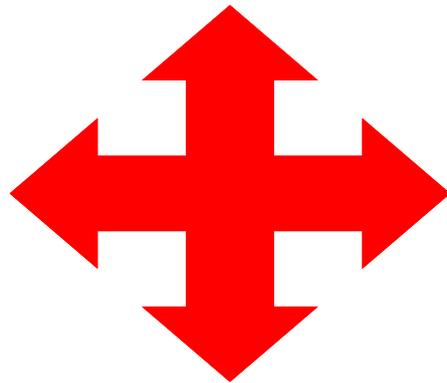


A young person's guide on your rights to use transport in Northern Ireland



I have to book a bus two days in advance to go anywhere.

Because my friend uses a wheelchair we cannot travel together.



Because I have a visual impairment the high steps make it hard for me to get on a bus.

Some taxis think I don't need straps or a seatbelt because I'm in a chair, but I want to feel secure when I travel.

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Disabled people's rights when using transport

Disabled people have the same rights as everyone else
to use most transport services.
It's the law!

What transport service is this about?

Buses



Coaches



Trains



Taxis



Rental vehicles



Breakdown recovery services



Some transport services do not have to do what this law says, such as aeroplanes and boats. If you would like to find out more about aeroplanes and boats and your rights to travel, [click here](#)

Understanding Your Rights

Transport providers cannot discriminate by:

Refusing a service

They cannot say you cannot travel because of your disability. It's against the law!

Providing a **Lower standard** of service

They cannot be rude to you or bully you because of your disability. It's against the law!

Providing a service on **Worse terms**

They cannot charge you more than other people using the same type of transport because of your disability. It's against the law!

Failing to make a **Reasonable adjustment**

(Reasonable is a change that can be done relatively easily, sensibly and safely to enable disabled people to use the service)

They do not make changes to make it easier for people with disabilities to use the service. It's against the law!

Examples of a Reasonable adjustment may be:

- Timetables in bigger print, so they are easier to read
- Wait until people with disabilities are seated before the transport moves.

It's against the law!

The examples above are of your rights when using transport services, but there are some exceptions. Go to page 1 and click on the link for more information on exceptions.

What changes should transport providers make?

1. Changes to their rules or the way they do things

For example: The Bus Company could tell its drivers to wait until people with physical disabilities have sat down before leaving the bus stop.

2. Give extra help or special equipment

For example: At a railway station, staff should bring a wheelchair ramp to help you get onto the train.

3. Changes to physical features

- This rule is ONLY for vehicles you rent that seat up to 8 passengers.
Physical features are things like pedals or other controls provided to help you drive the vehicle you rent.
- If a breakdown recovery service can't repair your car and you can't get into the recovery vehicle because of your disability, they should provide you with appropriate transport home.

Transport providers can refuse to make changes for disabled people

When:

- Health and safety is at risk

For example: A person using a wheelchair wants to travel sideways in a taxi but this is unsafe. The taxi driver can refuse to take the person. This is legal.

- Signing an agreement

For example: If a person with a disability is being asked to sign a contract to hire a car but they don't understand the contract, the transport provider can refuse to rent the car to them.

- Restrict access to the transport

For example: A train operator can restrict a wheelchair user's choice of train carriage to only one with wheelchair access. This is legal.

- It would cost too much money

For example: If a transport provider has to provide permanent alterations to a hire car to allow access for only one person with a disability to drive it, then they can ask for more money.

I think I have been treated unfairly because of my disability, who can I talk to?

Contact us:

Telephone:
028 90 890 890

Textphone:
028 90 500 579

You can also use Typetalk to contact us.

Fax:
028 90 248 687

Email:
information@equalityni.org

Website:
www.equalityni.org

Write to:
Equality Commission for Northern Ireland
Equality House
7/9 Shaftesbury Square
BELFAST
BT2 7DP

Or follow us on Twitter <http://twitter.com/EqualityCommNI>

You have to do this **within 6 months** from the date this happened

We can help you sort things out by talking to the person or the transport provider that you feel treated you unfairly.

Some words you may need to know

The words below are to do with the law and you may hear people using them when they talk about disabled people using transport and the law.

The word	What it means
Transport providers	They let us travel in their transport to carry us from one place to another.
Transport service	It is a bus, coach, train, taxi or a car that we pay for and we can use it to travel around.
Discriminate	It is not right for transport providers to treat you badly or unfairly. If they do they discriminate against disabled people.
Refusal of service	When transport providers try to stop a disabled person from using their transport because they are disabled.
Lower standard	When transport providers give disabled people a worse service than other people because they are disabled.
Worse terms	When transport providers allow disabled people to use their transport but for example, they charge them more money because they are disabled.
Reasonable adjustments	When transport providers make changes to their transport to make it easier for disabled people to use.
Rules	This is a list of do's and don'ts used by the law and transport providers must follow them.

Special equipment	When transport providers have special equipment which will make their transport easier for disabled people to use.
Physical features	These are things on the transport that you cannot alter. For example, doors, seats etc.
Health and safety	This is a set of rules that means you and the driver will not be hurt.
Signing an agreement	This is when you sign a piece of paper and agree to follow the rules.
Restrict access	When transport providers ask that you use only one door to enter the transport or ask you to sit on a seat they take you to.



The Equality Commission for Northern Ireland would like to thank all the organisations that took part in the consultation for this guide.

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Mencap, Ballymoney

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