There are a range of leisure opportunities for disabled people and their carers in Croydon. Please note that any organisations listed are included for information only and listing does not mean recommendation.

This factsheet is part of How To... A Guide for Carers in Croydon. You can download the full series of factsheets from our website www.carersinfo.org.uk. You can also call us on 020 8649 9339, option 1, or visit the Carers Support Centre.

Leisure

Disabled people and their carers have just as much right to relax and take a break as anyone else, and leisure and holiday providers should be as inclusive as possible. However, there are also specialist activities, holidays and clubs available to meet individual needs.

All of the activities listed in the Leisure section of this factsheet are open to adults. Some are open to children as well, but for activities specifically aimed at children see our Caring for a Child factsheet. Disability is a protected characteristic under the Equality Act 2010. This means that disabled people should not be discriminated against when provided services, including leisure services. Discrimination is when you are treated unfairly because of something related to your disability. This could be reduced mobility, need for extra toilet breaks, behavioural issues, difficulties using public transport, etc. Services are also required to make reasonable adjustments for disabled people. For more information, visit www.citizensadvice.org.uk.

Charges apply for most of the activities listed. Please contact the organisation directly for more information.
Information

AccessAble
01438 842 710
hello@accessable.co.uk
www.accessable.co.uk

Lists the accessibility of leisure and entertainment venues around the UK, including pubs, restaurants, cinemas and shops. Formerly Disabled Go.

DisabledGo
01438 842 710
enquiries@disabledgo.com
www.disabledgo.com

Lists the accessibility of leisure and entertainment venues around the UK, including pubs, restaurants, cinemas and shops.

Leisure Link
020 8239 4393
andrew.slegg@croydon.gov.uk

Leisure Link publishes a newsletter and holds meetings to share information about leisure activities for people with a learning disability in Croydon.

Discounts

Pensioners, disabled people and people on a low income may be able to get reductions on entrance fees for leisure activities and tourist attractions. These concessions are sometimes not advertised, so it is always worthwhile asking, and carrying proof of age, disability or entitlement to income-related benefits. Many attractions have a ‘carer goes free’ policy, but the disabled person may need to show proof of their disability, such as a letter confirming they receive a disability benefit. Carers who are members of the Carers Support Centre may be able to use their membership card as proof of their caring status.

Access Card
020 8604 7263 (Croydon SEND Hotline)
www.croydon.gov.uk/healthsocial/families/croydon-disability-register-and-access-card/access-card-application

A free discount card for children and young people on the Croydon disability register. Eligible families can register online. Visit www.accesscard.org.uk for a list of included venues.

Checkout Croydon Card
020 8603 0050
www.checkoutcroydon.com

Free loyalty card run by Croydon BID. Provides discounts from local businesses for residents and employees of Croydon.

Cinema Exhibitor’s Association Card
023 9224 8545
www.ceacard.co.uk

Enables people aged eight and over who are receiving Disability Living Allowance, Attendance Allowance, Personal Independence Payment, Armed Forces Independence Payment or who are registered blind, to get one free ticket for someone accompanying them to the cinema.

Disabled Persons Railcard
0345 605 0525
disability@atoc.org
www.disabledpersons-railcard.co.uk

The Disabled Persons Railcard is available to disabled adults and children. It allows the cardholder and an adult companion to save a third on standard and first class rail fares throughout Great Britain for a year or three years. Cards cost £20 for a year or £54 for three years. Applications can be made online or by post.

Activities

Age UK Croydon
020 8683 7100
www.ageuk.org.uk/croydon

Offers a range of social and keep fit activities including balance and movement, bingo, creative arts, dancing, tea and chat, and Zumba. Also offers a range of special events and seasonal celebrations. Sessions are open to people aged 50 and over.

Alzheimer’s Society Croydon
020 8653 2818
croydon@alzheimers.org.uk
www.alzheimers.org.uk

Provides information, advice and support for people diagnosed with dementia and their carers. Services include:
• Dementia advisers and dementia support workers.
• Dementia Cafés for people with dementia and their carers.
• Singing for the Brain (music and singing therapy sessions).
• Support groups for people with early stage dementia and monthly carers support groups.

Anti-Gravity Trampolining and Gymnastics
01883 620 971
james@ag-tc.co.uk
www.ag-tc.co.uk

Special needs trampolining classes in Caterham for disabled children and adults, with any disability and their siblings. Classes held on Monday, Wednesday and Saturday.

Association of Pastoral Care in Mental Health (APCMH)
020 8654 4010
admin@croydon-apcmh.co.uk
www.apcmhcroydon.co.uk

Drop-in sessions, creative workshops and social activities for people with a mental health problem.

Club Soda
020 8253 1034
info@clubsoda.org.uk
www.clubsoda.org.uk

Events and club nights run by and for people with a learning disability.
Contact the Elderly
0800 716 543
www.contact-the-elderly.org.uk
Runs schemes in Croydon for elderly people to meet one Sunday afternoon a month for tea, talk and companionship in a volunteer’s home.

Croydon Accessible Transport (CAT)
020 8665 0861
www.croydonaccessibletransport.org.uk
Explorers’ Club offers regular trips to the coast and places of interest for older and disabled people. Carers are welcome, but will be expected to pay full price.

Croydon Adult Learning and Training (CALAT)
www.calat.ac.uk
Wide range of adult education classes including courses for adults with a learning disability. Fees apply but financial support is available for learners on a low income.

Croydon Contacts
020 8645 9448
croydoncontacts@gmail.com
www.croydoncontacts.com
Provides supported leisure activities for disabled adults, including a drama club, cinema trips, day trips, bowling and a Sunday lunch club.

Croydon Libraries
020 3700 1030
www.croydon.gov.uk/leisure/libraries
Home library service delivers books (including large print, Braille and talking books) every five weeks to Croydon residents of all ages who are unable to visit their local library due to disability and/or illness.

Croydon Neighbourhood Care (CNCA)
020 8662 1000
info@cnca.org.uk
www.cnca.org.uk
Network of volunteer-run neighbourhood care groups across Croydon. Groups offer support to Croydon residents aged over 65. Services differ from group to group, but examples include befriending, occasional gardening, DIY, shopping, lunch clubs and transport.

Croydon Stroke Support Group
01444 458 075 / 07952 565 285
esther.hickman7@gmail.com
www.croydonskestrokesupport.co.uk
Information, advice, social and craft activities, entertainment and exercise for people who have had a stroke and their carers. People with Parkinson’s are also welcome.

Croydon Mencap
020 8684 5890
www.croydonmencap.org.uk
Information, advice and support for people with a learning disability and their carers. Runs a social club and discos for people with a learning disability and their carers.

Croydon Walking for Health Scheme
07796 930 295
walks@croydon.gov.uk
www.walkingforhealth.org.uk
A free weekly programme of outdoor walks in Croydon. Walks are accredited by Walking for Health and rated by level of difficulty.

The Diamond Centre for Disabled Riders
020 8643 7764
www.diamondcentre.org.uk
Therapeutic horse-riding for disabled children and adults.

Disability Youth Project
07990 790 183
paul.funnell@croydon.gov.uk
Range of youth clubs and after-school clubs in the Croydon area for children and young people with a disability or special educational needs.

Disability Youth Project
07990 790 183
paul.funnell@croydon.gov.uk
Range of youth clubs and after-school clubs in the Croydon area for children and young people with a disability or special educational needs.

Enterprise Swimming
07512 080 572
teenenterprise1959@outlook.com
Provides recreational swimming activities for disabled people on Friday evenings at Purley Leisure Centre. Carers can also attend to support the disabled swimmer. Membership costs £10 for a year.

Imagine Mental Health Croydon
020 8253 7078
croydon@imaginementalhealth.org.uk
www.imaginependence.org.uk/london
Services for Croydon residents experiencing mental health problems, including befriending, mentoring and user-led groups.

Magpie Dance
020 8290 6633
info@magpiedance.org.uk
www.magpiedance.org.uk
Weekly adult dance classes and regular Youth Group (age 16-25) and Junior Group (age 8-15) sessions for people with a learning disability. Sessions are based in Bromley and Beckenham.
**Mind in Croydon**
020 8253 8205/6 (Active Minds)
020 8688 1210 (Social Networking Service)
admin@mindincroydon.org.uk
www.mindincroydon.org.uk
Active Minds supports people with a mental health problem to take part in leisure, sports and social activities. Requires a referral from a health or social care professional. The Social Networking Service supports people who are experiencing or recovering from a mental health problem to engage in activities in the community. Referrals must be made via the Community Mental Health Team.

**South East Cancer Help Centre**
020 8668 0974
www.sechc.org.uk
Information, counselling, complementary therapies and activity groups for people with cancer and their carers.

**Turkish Youth and Community Association**
020 8665 0425 or 07764 273 293
nilay_tyca@hotmail.com
Range of services for people from the Turkish-speaking community, including social activities.

**Wheels for Wellbeing**
020 7346 8482
info@wheelsforwellbeing.org.uk
www.wheelsforwellbeing.org.uk
Cycling opportunities for disabled children (aged three and over) and adults. Bases in South Norwood, Lewisham and Herne Hill.

**Willow Foundation**
01707 259 777
www.willowfoundation.org.uk
Special days out for seriously ill 16-40 year olds who have a life-threatening condition, including people in the advanced stages of a progressive degenerative condition.

**Your Local Cinema**
www.yourlocalcinema.com
Details of local screenings of films with subtitles or audio description.

**1596 Club**
020 8256 1596
www.whitgiftcare.co.uk
Day service for older people run by The Whitgift Foundation. Offers a range of activities, lunch and transport to and from the venue, including at weekends. Cost is currently £30 per day.

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**Holidays**

Disabled people and their carers may sometimes face additional barriers when going on holiday. To take the stress out of going away, this section lists a number of organisations who may be able to help you find the right holiday. All of the holidays listed in this section of the factsheet are open to adults. Some are open to children as well, but for holidays specifically aimed at children see our Caring for a Child factsheet.

The National Accessible Scheme (NAS) rates the accessibility of tourist accommodation across Britain. It may be worthwhile checking whether your planned accommodation meets the NAS criteria: www.visitengland.com.
Accessible holiday guides and directories

Ceiling Hoist Users Club
01604 805 839
admin@chuc.org.uk
www.chuc.org.uk
Information on accommodation with ceiling hoists.

Disabled Holidays.com
01457 833 444
www.disabledholidays.com
Travel agent for worldwide holidays for disabled people.

Disabled Holidays Guide
www.disabilityholidaysguide.com
Holiday directory for disabled people.

Good Access Guide
01502 806 706
www.goodaccessguide.co.uk
Information on holidays, travel, leisure and accommodation for disabled people.

Hft Holiday Information Guide
0808 801 0448
familycarersupport@hft.org.uk
www.hft.org.uk/holidayinformationguide
 Produces an annual holiday information guide for people with a learning disability and their families and carers. The guide is free to download online.

Open Britain
0845 124 9971
info@tourismforall.org.uk
www.openbritain.net
Information on accessible places to stay, eat, drink and shop in the UK.

PitchUp
www.pitchup.com/campsites/-/disabled-facilities
List of accessible campsites with disabled facilities.

Accessible holiday providers

Accessible Travel and Leisure
01452 729 739
www.accessibletravel.co.uk
Tour operator for disabled people.

Calvert Trust
01598 763 221 (Exmoor)
01434 250 232 (Kielder)
01768 772 255 (Lake District)
www.calvert-trust.org.uk
Provide accessible outdoor adventure holidays and activities in Exmoor, Kielder and the Lake District.

Dementia Adventure
01245 237 548
www.dementiaadventure.co.uk
Supported group holidays for people with dementia and their carers.

Disabled Access Holidays
0800 622 6000
www.disabledaccessholidays.com
Holiday provider for accessible holidays for disabled people, including wheelchair users.

Enable Holidays
0871 222 4939
www.enableholidays.com
Specialist holiday provider for disabled people.

Holidays for All
0845 124 9971
www.holidaysforall.org
Group of holiday providers offering accessible holidays in the UK and abroad for disabled people, with or without their carers.

Revitalise
0303 303 0145
www.revitalise.org.uk
A national charity providing short breaks and holidays (respite care) for disabled adults and carers at three UK centres, including specific breaks for people with dementia. Personal care is available. Breaks are provided at a subsidised rate and support can be provided to find additional funding.

Seable
020 7749 4866
www.seable.co.uk
Specialist holidays for disabled people and people who are blind or visually impaired.

Torch Holidays
01858 438 260
info@torchtrust.org
www.torchtrust.org
Specialist Christian holidays for people with a visual impairment.

TravelEyes
0113 887 4275
www.traveleyes-international.com
Specialist international holiday provider for travellers who are blind or visually impaired.

Holidays for children

For a list of holiday providers for children, see our Caring for a Child factsheet.

Travelling abroad

This section of the guide refers to European Union (EU) legislation, which still applies in the UK at time of publication. For information on Brexit and your travel rights, visit www.citizensadvice.org.uk or contact your local Citizens Advice.

It’s particularly important to be aware of your rights when travelling abroad if you have a disability or a health condition. Check www.gov.uk/guidance/foreign-travel-for-disabled-people before you travel.
Travel insurance

Travel insurance companies cannot deny you travel insurance on the basis of disability. However, if you have a pre-existing medical condition or disability, they can charge you more if they can show you are more likely to make a claim. It is important to disclose any pre-existing conditions when you apply, as failing to do so may render your policy invalid if you do need to make a claim.

Some travel insurance agencies specialise in policies for people with pre-existing medical conditions. These agencies may also be able to insure disability or mobility equipment, and provide cover for situations such as an airline being unable to carry an individual due to a change of plane to one that is not accessible.

You can find a number of travel insurance comparison websites online. Alternatively, you can ask a travel insurance broker to find the best deal for you. The British Insurance Brokers’ Association has a list of regulated insurance brokers: www.biba.org.uk/find-insurance or call 0370 950 1790.

Flying

Within the European Union (EU), airlines and tour operators may not refuse to carry passengers, or to take bookings, on the basis of reduced mobility. A reservation or boarding can only be refused for justified safety reasons, or if the boarding or transport of the disabled person is physically impossible due to the size of the aircraft or the width of its doors. If you are refused a reservation, a suitable alternative must be offered, and if boarding is refused, reimbursement or re-routing must be offered at no extra cost.

In addition to these rights, a person with a sensory, physical or learning disability which affects their mobility (or an older person, or someone with a temporary injury such as a broken leg) has the right to:
• Help at arrival, including terminal entrances and car parks.
• Help with check-in.
• Help with moving through the airport, including to the toilets.

You must let the airline know assistance is needed at least 48 hours in advance. If you do not give this much notice, the airline only has to do what they reasonably can to assist you onto your flight. If you are travelling with a battery-powered wheelchair or mobility aid, let the airline, travel agent or tour operator know as soon as possible.

If you request assistance due to disability or a medical condition, the airline may ask if you are ‘fit to fly’. This will usually involve filling in a form about your condition. Disabled people who will need help during the flight with tasks such as feeding, taking medication or using the toilet must travel with a carer. The airline will try to sit the disabled person and carer together, but will need 48 hours’ notice.

Disabled people can travel with up to two items of mobility equipment free of charge. This is in addition to your baggage allowance. Airlines also have to carry assistance dogs free of charge. Assistance dogs are allowed to travel in the aircraft cabin with their owner on approved routes and carriers registered to carry assistance dogs. For more information visit www.equalityhumanrights.com.

Useful contacts

Civil Aviation Authority
www.caa.co.uk
If you have a disability and you are unhappy with the assistance provided by the airline, you should complain directly to the airline. If you are unhappy with their response, you can complain to the Civil Aviation Authority.

Disabled Travel Advice
www.disabledtraveladvice.co.uk
Information and advice on travelling, days out and holidays for disabled people.

Equality Advisory Support Service
0808 800 0082
www.equalityadvisoryservice.com
Advises and assists individuals on issues relating to equality and human rights.

GOV.UK
www.gov.uk/guidance/foreign-travel-for-disabled-people
Information and advice on holidays and travelling by road, rail, air or sea for disabled people.

Passport Advice Line
0300 222 0000
www.gov.uk/passport-advice-line
Advice and information for people whose disability may affect their ability to apply for a passport.

Tourism for All
0845 124 9971
info@tourismforall.org.uk
www.tourismforall.org.uk
Information and advice on all aspects of accessible travel, leisure and holidays in the UK and overseas.

Travelling with an assistance dog

If travelling abroad with a pet, including an assistance dog, you can enter or return to the UK without quarantine if you follow EU rules. The same rules apply in all EU countries. You will need a pet passport for your pet to travel within the EU, which you can apply for from certain vets. Visit www.gov.uk/take-pet-abroad for more information.
Using your blue badge abroad

The Blue Badge scheme is not recognised in all countries, but it is recognised throughout the European Union (EU). When used in the EU, the Blue Badge allows the holder to make use of the same parking concessions allowed for the country’s own disabled citizens. For more information on using the Blue Badge abroad visit www.citizensadvice.org.uk.

Medical care

If you need emergency medical care abroad, the UK has agreements with some countries which entitle travellers to receive free or low-cost emergency care. Be aware that agreements do not mean that travel insurance is not needed.

Within the European Economic Area and Switzerland, the European Health Insurance Card (EHIC) entitles you to state healthcare for free or at a reduced cost. It covers any treatment necessary to allow you to continue your stay until your planned return (including treatment for pre-existing medical conditions). Visit www.nhs.uk/using-the-nhs/Healthcareabroad for more information.

If you are travelling outside the European Economic Area and Switzerland, the NHS provides a country by country guide to paying for medical care as a UK citizen: www.nhs.uk.

European Health Insurance Card (EHIC)
0300 330 1350
www.ehic.org.uk
Within the European Economic Area and Switzerland, the European Health Insurance Card (EHIC) entitles you to state healthcare with certain restrictions for free or at a reduced cost. Contact directly for full terms and conditions.

Medication

If taking medication abroad, try to pack more than you need to allow for delays and emergencies. If travelling by air, try to carry your medication in your hand luggage, as there is less chance of it being lost during the journey, and liquid medication may freeze if carried in the hold. Essential liquid medicines of over 100ml can be carried in hand luggage with pre-approval from the airline or airport, alongside supporting documentation such as a letter from a doctor or a copy of the prescription.

Always keep medication in the original packaging, preferably still with the pharmacy label visible. It may help to ask the prescribing doctor to write a letter stating the health condition/s and the medication that has been prescribed, so that you can prove there is a legitimate reason for carrying your medication.

Make sure that you check that the medication you are travelling with is legal in the country you are visiting. The Foreign and Commonwealth Office can give details of foreign embassies in the UK (020 7008 1500, www.gov.uk).

Equipment

It is important to ensure any disability equipment taken on holiday is appropriately insured (see previous page). It may be possible to hire equipment at the holiday destination. Three equipment hire companies that operate across a range of countries are:

• Mobility Abroad
www.mobilityabroad.com
• Mobility at Sea
www.mobilityatsea.co.uk
• Mobility Equipment Hire Direct
www.mobilityequipmenthiredirect.com

Purchasing or hiring equipment specifically to take on holiday is also an option. For details of local suppliers of disability equipment, see our Practical Help factsheet.

Alternative care

If you are planning a holiday without the person you care for, it might be necessary to arrange alternative care. This could be in the form of care workers coming into the home, a respite stay in a residential home or an accessible holiday. If you need to arrange respite, contact Croydon Adult Social Care (020 8726 6500) to request an assessment and possible funding or practical help with arranging alternative care. If you prefer to arrange alternative care yourself, there are a range of home care providers and care homes offering respite care in Croydon. For more information, see our Getting Support from Social Care factsheet.

Holiday tips

1. Bring the instructions, spare parts and batteries for any mobility or disability equipment you are taking with you.
2. Check your accommodation will meet your mobility needs. For example, will you need access to a lift? If so, will it accommodate a wheelchair or scooter?
3. Translate key phrases related to your disability into the appropriate language, in case you have to seek medical help abroad.
4. If you need to keep your medication cold, find out if your accommodation has access to a fridge.
5. If you have specific dietary needs, make sure your accommodation knows about them.
6. Check how near your accommodation is to health services such as pharmacies and hospitals. If you are not familiar with the language of your holiday destination, check if there is an English-speaking doctor available.
7. Check the accessibility of your accommodation. Will you be able to access the entire building? For example, are there ramps, step-free access and wide doorways throughout?
8. Get written confirmation of what your accommodation has promised in terms of disabled facilities.
Financial help and cheaper holidays

3H Fund
01892 860 207
www.3hfund.org.uk
Subsidised group holidays for physically disabled people. Volunteer carers provide all necessary support during the holiday. Also provides grants to help disabled people on a low income and their carers have a UK holiday.

The ACT Foundation
01753 753 900
info@theactfoundation.co.uk
www.theactfoundation.co.uk
Grants to individuals with a learning disability, a physical disability or who are older to help towards the costs of short-term respite breaks at a registered respite centre. Also provides grants for equipment under certain conditions for children aged four and over and adults with any disability.

Disability Aid Trust
0800 028 0647
secretary@disabilityaidtrust.org.uk
www.disabilityaidtrust.org.uk
Grants towards the cost of helpers to assist disabled adults (aged 17 and over) on holiday.

Florence Nightingale Aid in Sickness Trust
020 7998 8817
ann.griffiths@fnaist.org.uk
www.fnaist.org.uk
Grants to pay for medical items or services that improve quality of life, such as convalescent care. Applications must be made by a health or care professional.

Holiday Homes Trust
020 8433 7290/1
scout.holiday.homes@scouts.org.uk
www.holidayhomestrust.org
Affordable holidays in accessible caravans at UK sites for families who are disadvantaged, whether through disability, income or circumstance.

Margaret Champney Rest & Holiday Fund
01394 388 746
info@ogilviecharities.org.uk
www.ogilviecharities.org.uk
Grants for carers to take a holiday while the disabled person stays in alternative care. Applications must be made via a health or social care professional.

Margaret’s Fund
www.margaretsfund.co.uk
Grants for women with a long-term health condition who are in financial need to pay for convalescent holidays. Applications must be made via a social care professional.

Me and Dee Charity
01332 297 011
holidays@meanddee.co.uk
www.meanddee.co.uk
Arranges caravan holidays in Mablethorpe, Lincolnshire by the coast for people with a life-limiting or life-threatening condition and their families. Also open to serving and ex-serving military who have sustained serious injury and Post-Traumatic Stress Disorder (PTSD).

The Respite Association
01775 820 176
help@respiteassociation.org
www.respiteassociation.org
Funding for respite for carers living on a low income. Also offers free breaks for carers at caravans in Skegness and near Blackpool.

Victoria Convalescent Trust
020 8502 9339
vic.c.trust@gmail.com
Grants for convalescent and respite care for people on a low-income. Preference is given to people living in Surrey and the London Borough of Croydon. Professional referrals only.

Leisure and Holidays

Every effort has been made to ensure the contents of this factsheet are correct, but the Carers Information Service cannot accept responsibility for information that is inaccurate or for the quality of the services listed. All the How To… A Guide for Carers in Croydon factsheets are available at www.carersinfo.org.uk to download, where they will be regularly updated.

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