

Deafness and hearing loss - Leisure, holidays and travel



Information sheet G5

January 2020

This document is also available on request in Braille, large print, tape, disc and can be translated into different languages.

This information sheet is about:

- Special leisure services for people who use British Sign Language and people with hearing loss
- Help you can get with travel
- Some travel concessions and special holidays
- Religious services and support for British Sign Language users

UK Deaf Sport

Website: <https://ukdeafsport.org.uk/>

Help at the cinema

Many cinemas provide subtitled performances. You can ask at your local cinema, or contact the organisation below:

Subtitles at Your Local Cinema

Phone: 0845 056 9824

Mobile/text: 07931 341 377

Email: subtitles@yourlocalcinema.com (email hyperlink)

Website: www.yourlocalcinema.com/ (hyperlink)

There is also a concessionary card for people with disabilities which offers discount on cinema admission. For more information contact:

Phone: 01244 526 016

Textphone: 18001 01244 526 016

Email: info@ceacard.co.uk

Textphone: 18001 023 9224 8545

Website: www.ceacard.co.uk (hyperlink)

DVDs

DVD Subtitles.Com

This organisation promotes subtitled DVDs and encourages studios to release more DVDs with subtitles. www.dvd-subtitles.com (hyperlink)

DVDs in libraries

Local libraries have a small collection of subtitled videos. You can request and borrow these from any library, free of charge, if you are Deaf or hard of hearing. There is also a much larger selection of DVD films that have a subtitles option.

For more information on library services contact:

Phone: 0300 123 2224

SMS text: 07781 482858

Email: generalenquiries@somerset.gov.uk

Television

The BBC broadcasts two different types of TV programmes with signing in British Sign Language – BSL sign-interpreted versions of mainstream BBC programmes in the Sign Zone, and programmes created specifically for sign-language users, such as See Hear, the magazine programme for the Deaf Community.

Sign Zone

Popular TV programmes are signed and broadcast on BBC1 late in the evenings. Details are given in general TV listings.

Website: www.bbc.co.uk/iplayer/categories/signed (hyperlink)

BSL Zone

Programmes in BSL broadcast on the Community Channel, Freeview 87, between 6am and 9am.

Help at the theatre - Stagertext

Some theatre performances are subtitled.

For more information contact:

Phone: 020 7377 0540

Travel

There is some help for Deaf people with travelling. This section tells you about help you can get when you travel by bus, rail, air and sea. There is also information about holidays.

Rail travel

The Disabled Person's Railcard gives some reduction on the cost of fares for people who are registered as Deaf with Somerset County Council.

You can get an information leaflet giving more details about the railcard from your local railway station or from National Rail direct.

Disabled Person's Railcard Office
PO Box 6613
Arbroath
DD11 9AN

Phone: 0345 605 0525
Textphone: 0345 601 0132

You can download an application form from:
www.disabledperson-railcard.co.uk (hyperlink)

It is possible to ask for assistance when you are travelling by train. Each train company makes its own arrangements, but you will need to book this at least 24 hours in advance. Information about how to contact the train companies is available from your local station, or from:

National Rail

Phone: 08457 484950
Textphone: 0845 6050600
Website: www.nationalrail.co.uk (hyperlink)

Bus travel

The Somerset Travelpass allows free travel on all local buses and some express services in Somerset.

You are eligible for a Somerset travel pass if:

- You are a Somerset resident and are of pensionable age
- You are under 60 and are profoundly or severely Deaf
- You are unable to drive on medical grounds

If you are only able to use public transport with the help of a carer, you may be eligible for a Companion Travelpass. This would entitle your companion to free travel.

The pass is valid between 9.30am and 11pm on weekdays, and all day at weekends and on public holidays.

To download a Somerset Travelpass leaflet and application form, visit www.somerset.gov.uk/roads-parking-and-transport/public-transport/apply-for-a-concessionary-bus-pass/ (hyperlink)

Passenger Transport Group

Transporting Somerset

PPC302 Somerset County Council

County Hall

Taunton

TA1 4DY

Phone: 0300 123 2224

E mail: generalenquiries@somerset.gov.uk (email hyperlink)

SMS text: 07781 482858

Air travel

When you book a flight, always tell your airline, travel agent, or tour operator if you are Deaf, deaf or hard of hearing, and require assistance. You should always request this at least 48 hours before you fly.

If you need assistance at the airport, you can arrange for someone to help you through check-in, baggage check and custom controls. You can ask a member of staff to inform you personally at the time of boarding announcements. Most airports have induction loop facilities and Textphones. Staff at Information Desks should be able to assist you. There are also TV monitors which display visual information.

On board the plane, you should inform cabin staff that you are unable to hear, so they can inform you of any important announcements. Safety information videos should be subtitled, and you may also be able to pick up public announcements through induction loops on the plane.

Action on Hearing Loss (formerly RNID) has produced a factsheet entitled 'Flying and the Ear' which contains useful information about the effect of air travel on your ears.

Website: www.actiononhearingloss.org.uk/supportingyou/factsheetsandleaflets/ (hyperlink)

Travelling by sea

Before booking your journey, check with the ferry company, cruise operator or travel agent that they will be able to assist with any requirements you have.

Your travel agent should have a copy of the Association of British Travel Agents Checklist for Travellers with Disabilities.

This questionnaire will check the suitability of the accommodation, transport and facilities at your destination.

Travelling with an assistance dog

If you have an assistance dog, it can only travel under the Pet Passport Scheme. For more information contact:

Helpline: 0370 241 1710

Email: pettravel@ahvla.gsi.gov.uk (email hyperlink)

Website: www.gov.uk/pet-travel-information-for-pet-owners (hyperlink)

Holidays

Several specialist organisations offer holidays for Deaf and hard of hearing people in this country and abroad.

Travel-Quest

This organisation provides travel and holidays for people who are Deaf.

Contact:

Quest Directories

40 Magdalen Avenue

Bath

BA2 4QB

Website: www.travel-quest.co.uk (hyperlink)

National Deaf Children's Society (NDCS)

This organisation runs events and activities for young people, families and professionals throughout the UK. To find out more contact:

Phone: 020 7490 8656

Minicom: 020 7490 8656

Fax: 020 7251 5020

Email: ndcs@ndcs.org.uk (email hyperlink)

Website: www.ndcs.org.uk (hyperlink)

Religious services and support for British Sign Language users

The Chaplain among the Deaf is:

Pam Grottick

9, Chestnut Close

Baltonsborough

Glastonbury

BA6 8PH

Phone/fax: 01458 851401

Mobile: 07715832034

Email: pamg@wpci.org.uk (email hyperlink)

The work of the Chaplain is:

- To promote Christian gospel among profoundly Deaf, deafened and hard of hearing people through worship
- To offer personal pastoral care and support to deaf people in need or in distress

Services for Deaf people using British Sign Language

Services in British Sign Language (with voice-over) are held every month, in the churches named below:

Emmanuel Church

Oxford Street

Weston-super-Mare

Service held on the second Sunday of the month at 3pm

Contact the Chaplain among the Deaf (details above) for more information.

Your opportunity to feedback

We welcome your comments about the services you receive. If you would like to tell us what you think, please either:

- Contact us on our website www.somerset.gov.uk (hyperlink), or
- Phone Somerset Direct on 0300 123 2224
SMS text: 07781 482858
Email: generalenquiries@somerset.gov.uk (email hyperlink)
- Contact the Adults and Health Customer Experience Officer
Floor B2
County Hall
Taunton
TA1 4DY
Email: customerexperience@somerset.gov.uk (email hyperlink)

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