

Concessions for Disabled Passengers

We offer concessionary ticket prices for disabled passengers with one accompanying helper. We may require proof of entitlement before the concessionary rate is given.

Company Policy for Disabled Passengers

Windermere Lake Cruises Ltd fully supports the principle of equal opportunities and is committed to preventing and eliminating disability discrimination in all forms.

Windermere Lake Cruises Ltd will comply with any legal requirements regarding the prevention of disability discrimination that may apply to it. Further, and in any event, Windermere Lake Cruises Ltd will always endeavour to comply with the spirit of such legislation wherever possible.

Windermere Lake Cruises Ltd is committed to taking all reasonable steps to enable disabled passengers to utilise our services. As part of these arrangements, we are pleased to offer a concessionary ticketing policy for disabled passengers in accordance with the terms set out below.

Concessionary Ticket Prices

Windermere Lake Cruises Ltd will issue a concessionary ticket for the use of EITHER the disabled passenger OR a single carer in cases where the disabled passenger requires a carer. No concessionary tickets are issued to disabled passengers travelling without a carer. The concessionary ticket is free of charge and only one concessionary ticket will be issued for each disabled person.

This policy does not discriminate between disabled people with differing impairments.

Windermere Lake Cruises Limited reserves the right to request “proof of a disability” before issuing any concessionary ticket, subject always to the discretion of the Ticket Office staff.

The sorts of proof we will accept as evidence of a disability are set out below:

- For those with a visual impairment – A copy of your Certificate of Visual Impairment (CVI), BP1 Certificate (Scotland) or BD8 Certificate

- For those registered as deaf or who use a hearing aid – A copy of the front page of your NHS battery book, or a copy of your dispensing prescription for a hearing aid
- For those with epilepsy (where you are prohibited from driving) – A copy of your Exemption Certificate for epilepsy medication and a letter from the DVLA indicating that you are unable to drive
- For those with epilepsy (where you suffer repeated attacks, despite taking medication) - A copy of your Exemption Certificate for epilepsy medication and a photocopy of your prescription for epilepsy medication
- For those who receive attendance allowance – A copy of your award letter
- For those who receive personal independence payments - A copy of your award letter
- For those who receive disability living allowance – A copy of your award letter (which is no more than 12 months old) showing receipt of the same
- For those who receive Severe Disablement Allowance – A copy of your award letter
- For those who receive War Pensioner's Mobility Supplement - A copy of your award letter
- For those who receive War or Service Disablement Pension for 80% or more disability - A copy of your award letter
- For those who are buying or leasing a vehicle through the Mobility scheme – A copy of the leasing or hire-purchase agreement (which is no more than 12 months old)

In the event that you have a disability which is not covered by the examples above, or if you are unable to supply the documents listed, the decision to issue a concessionary ticket will be at the discretion of the Ticket Office supervisor or manager, whose decision in this regard is final.

Please note it is our policy is that we do not allow children under the age of 16 to travel unaccompanied on any of our vessels. This applies to disabled passengers as well as non-disabled passengers therefore no concessionary tickets are given to either disabled children or their parents/carers, which ensures that all of our passengers are treated equally and fairly.