

# Questions to ask travel companies



As we get older, holidays can still be something to look forward to — they just need a bit more thought than they once did.

This checklist is designed to help you have clear, practical conversations with holiday providers about support, mobility, and day-to-day comfort. By asking the right questions upfront, you can make a confident decision about whether a particular trip is right for you, or for the person you're helping to plan for.

## How to use this checklist

Use the questions below when speaking to a holiday company or travel agent.

- Tick only the questions that are important to you
- You do not need to ask every question
- Use the answers to decide whether:
  - this holiday,
  - this provider, and
  - this trip, is suitable.

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## Support and travelling together

- If I am travelling with someone, what support would they be expected to provide, and what support is provided by you?
- If my companion cannot provide all the support I need, what additional help can you arrange?
- Can you arrange a third-party companion or carer if needed?

## **Mobility and physical needs**

- Is this holiday suitable for someone with limited mobility?
  - What walking distances are involved on travel days and during activities?
  - Is step-free access available throughout transport and accommodation?
  - Are lifts available, and are rooms close to key facilities if required?
  - Can mobility aids (for example, a walking frame or wheelchair) be accommodated?
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## **Transport and getting there**

- Do you offer door-to-door transport from home?
  - If not, what support is available getting to and from the departure point?
  - What assistance is provided at airports or stations?
  - Who helps with luggage at each stage of the journey?
  - How long are travel days, and are rest breaks built in?
  - Is transport suitable if I use mobility aids?
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## **Accommodation and daily comfort**

- Are bathrooms adapted, and can specific room features be requested?
  - Are meals included, and can dietary or medical requirements be catered for?
  - Are activities optional, and can days be taken at a slower pace?
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## **Health**

- What happens if someone becomes unwell during the trip?
- Is there flexibility if plans need to change?
- How close is medical support at the destination?
- Who is the named contact if there is a problem?

# Insurance and paperwork

## Before travelling, confirm the following:

- I have travel insurance that covers all existing medical conditions
- All relevant conditions have been accurately declared to the insurer
- I have copies of key documents (insurance details, medication list, ID)
- My PodVault is up to date with my emergency information, and trusted family members know how to access it

**Needing more support doesn't mean giving up on holidays.  
Careful planning helps ensure your time away is safe, manageable, and genuinely enjoyable.**

