

# Trust & Responsibility

## Our intention

**Inclusive Routes** is an initiative enabled by **HALTO a.s.b.l.**

Our aim is to make inclusive travel easier to imagine, prepare and explore.

We collect and share information, links, practical resources and experiences that may help families, caregivers and people with specific needs find more accessible and supportive ways to travel, take holidays or enjoy days out.

We know that inclusive travel often requires more planning, more questions and more courage than many people realise. Inclusive Routes was created to make that search feel a little less lonely.

## What Inclusive Routes is

Inclusive Routes is an information and orientation project.

We aim to:

- collect useful links, addresses and resources;
- share practical tools and checklists;
- highlight organisations, services and initiatives that may support inclusive travel;
- encourage families and users to ask the right questions before booking or travelling;
- make lived experience and practical knowledge more visible.

We do our best to present information in a clear, respectful and helpful way.

## What Inclusive Routes is not

**Inclusive Routes is not a travel agency, tour operator or booking platform.**

We do not organise, sell, book or mediate:

- travel services;
- accommodation;
- transport;
- care services;
- medical support;
- holiday programmes;
- individual assistance;
- leisure activities.

We also do not assess or certify whether a place, service, activity or provider is suitable for a specific person or family.

The information on this website is intended as a starting point, not as a final decision.

## Responsibility of users

Every person and family has different needs.

Accessibility, support requirements, medical needs, sensory needs, care needs, safety concerns and personal preferences can vary greatly from one situation to another.

For this reason, users are responsible for checking directly with the relevant providers, organisations or authorities before making decisions, bookings or travel plans.

Before booking or participating in an activity, we strongly recommend asking detailed questions about accessibility, assistance, safety, medical needs, care support, transport, cancellation conditions, costs and any other individual requirements.

## **Accuracy and updates**

We do our best to keep the information on this website useful and up to date.

However, services, prices, accessibility features, contact details, opening hours, availability and conditions may change at any time.

HALTO a.s.b.l. and Inclusive Routes cannot guarantee that all information is complete, current or suitable for every individual situation.

If you notice outdated, incomplete or incorrect information, you are welcome to contact us:

**[contact@inclusive-routes.eu](mailto:contact@inclusive-routes.eu)**

## **External organisations and links**

Inclusive Routes may link to external websites, organisations, services, projects or resources.

A link does not mean that HALTO a.s.b.l. formally recommends, certifies or guarantees the external provider.

HALTO a.s.b.l. is not responsible for:

- the content of external websites;
- the quality or availability of external services;
- prices, booking conditions or cancellation policies;
- accessibility information provided by third parties;
- data protection practices of external websites;
- individual experiences with external providers.

Users should always contact external providers directly and make their own informed decisions.

## **Lived experience and contributions**

Inclusive Routes values lived experience.

Families, caregivers, people with disabilities and people with specific needs often hold knowledge that cannot be found in brochures or official descriptions.

When we receive experiences, suggestions or contributions, we treat them with respect and care.

We do not publish identifiable personal stories, names, photos, diagnoses or family situations without permission.

If we share lived experience, we aim to do so in a way that is respectful, non-stigmatising and helpful to others.

## **Sensitive topics**

Inclusive travel can involve personal and sometimes sensitive information, including disability, health, care needs, medical equipment, behaviour, communication, mobility, sensory needs or family circumstances.

We encourage users to share only the information that is necessary when contacting us or external providers.

We also encourage providers and organisations to respond to families and users with respect, clarity and empathy.

## **Inclusion and respect**

Inclusive Routes is based on the belief that people with disabilities, people with specific needs, caregivers and families have the right to participate, rest, travel, discover and enjoy meaningful experiences.

We aim to use respectful language and to avoid reducing people to diagnoses, difficulties or limitations.

We welcome corrections and feedback if wording, content or presentation can be improved.

## **No professional advice**

The information shared on this website is for general information purposes only.

It does not replace professional medical, legal, therapeutic, educational, care-related, administrative or travel advice.

For individual questions, users should contact qualified professionals, relevant public services, providers or organisations.

## **Our commitment**

We cannot make every journey easy.

But we can help make information more visible, questions easier to ask, and experiences easier to share.

Inclusive Routes exists to support orientation, connection and confidence — one practical step at a time.

## **Contact**

For corrections, suggestions, feedback or questions, please contact:

**[contact@inclusive-routes.eu](mailto:contact@inclusive-routes.eu)**

## **Last updated**

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