



Wheelchair Getaways®

Quarterly Customer Newsletter

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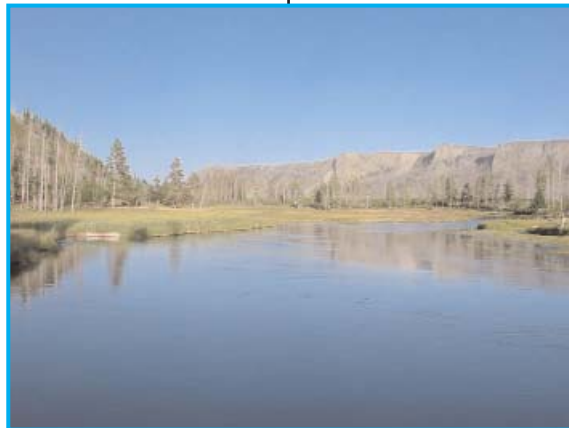
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Welcome to Montana, the Home of Wheelchair Getaways' Newest Franchise Location!

The Big Sky Country is now home to Wheelchair Getaway's newest location. Nicknamed for its vast expanse of beautiful sky, Montana is known for its gorgeous scenery. Although Montana is the fourth largest state, it has a population of less than one million people. With so much open space, visitors to the area will find themselves taking in fresh air and enjoying spectacular views like no where else in the country. Montana has all sorts of accessible attractions to make a trip to this area fun for all!

Debatably, the number one reason to visit Montana is to see all the natural wonders of the region. Montana is home to both Yellowstone National Park and Glacier National Park, two of the countries most renowned parks. Yellowstone, one of the first and oldest parks in the country, is the perfect place to take a Wheelchair Getaways van, as van tours provided by the park are not wheelchair accessible. Accessible features of the park that you can enjoy include: Bridge Bay, Lake Village, Fishing Bridge Areas, Canyon, Grant Village, Madison, Mammoth, Norris, Tower-Roosevelt, and the awe inspiring Old Faithful. For more details about which areas of the park are accessible, and how accessible they are, please visit Yellowstone's accessibility page at <http://www.nps.gov/yell/planvisit/access/index.htm> or call 307-344-2109. Glacier National Park has campgrounds and trails that are wheelchair accessible, however accessible lodging is limited, so be sure to call the park at 406-888-7800 before planning a trip if you are going to stay overnight.



If a nicely manicured putting green is more your idea of a nature experience, visit Bill Roberts Municipal Golf Course in Helena. This golf course is open to the public and has plush fairways and newly planted trees. Watch out though, because six ponds create water hazards on nine holes. The golf course is fully wheelchair accessible. The Bill Roberts Municipal Golf Course is only open until there is snow on the ground, so hurry and call 406-442-2191 for rates and information.

For some family fun, catch a performance at Helena's community theater, the Grandstreet Theatre. The theater was established by Montana native Carl

Darchuck in 1975 and has been delighting audiences ever since. This theater also serves as a theater school for young actors, and they perform about 7 shows per year. Best of all, the theater is wheelchair accessible! You can contact the theater for reservations and information at 406-447-1574.

If you work up an appetite after touring the parks, golfing, or catching a show at the theater, try some of Montana's fine dining experiences. The River Grille, located in Helena, offers "casual dining in an elegant atmosphere." The restaurant serves steaks and seafood and boasts one of the biggest Single Malt Scotch collections in Montana. The restaurant accepts all major credit cards. Another interesting Montana dining experience is Bert and Ernie's Dining Saloon and Grille. Established in downtown Helena in 1974, Bert and Ernie's serves simple American food and fine beers and wines. Both restaurants are wheelchair accessible.

When it is finally time to call it a night in Montana, consider staying at a lodge with a scenic view. Elkhorn View Lodge is a family-run bed and breakfast located in Clancy, Montana, a short drive

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Happy Halloween!!!

from Helena. Constructed out of 14" diameter logs, the bed and breakfast is the epitome of Montana hospitality. Large stone fireplaces, blaze slate floors, and features such as hot tub and sauna, high speed internet access, and satellite TV make this place an ideal getaway for anyone. The lodge has wheelchair accessible entry on both the bottom level and the top level, but rooms do not have roll in showers.

Wheelchair users will have to make accommodations by bringing portable handles or tub/slider systems. If these accommodations are not an option, there are several wheelchair accessible hotels in and around Helena.

The new Montana Wheelchair Getaways franchise is located on Miranda Drive, in Helena. Whether you are flying into Helena Regional Airport or need a van delivered right to your hotel room, our Montana franchise is happy to provide quality van rental service. Plan your trip to the Big Sky Country today, and enjoy all the natural beauty that Montana has to offer!

Getting Assistance from Vocational Rehabilitation

By Ann Bransom

Vocational Rehabilitation is typically a federal or state funded program that provides services to people with disabilities. Those who qualify are people who have disabilities that are severe enough that they have problems in trying to procure or keep a job. Vocational Rehabilitation centers serve people with a wide range of disabilities varying from cerebral palsy, multiple sclerosis, paraplegia, quadriplegia, deafness, and blindness. The centers provide all kinds of services to assist people with disabilities in finding and keeping a job. Services can include guidance and counseling, job placement, assistive technology, transportation, wheelchairs, and training.

Services are typically free, although some services might require the client to share in the cost depending upon the type of service and economic need. Clients can contact their Office of Vocational Rehabilitation directly and self refer, but the Social Security Administration Office can also assist people in getting vocational rehabilitation services. They will put customers in contact with the closest agency to them and help pay for services under certain conditions. If a person files an application for disability benefits, the Disability Determination Services (DDS) office reviews the application and if they deem the person would benefit from vocational rehabilitation they will refer the client to the



appropriate agency. The Social Security Administration first refers clients to the State Vocational Rehabilitation office and, if that office is unable to serve them, DDS will refer them to an alternative agency that is a participant in the vocational rehabilitation program. Potential clients can find their local Social Security office in the phone book or call toll free at 1-800-772-1213. For more information about how the Social Security Administration can help with vocational rehabilitation services call and request a copy of their publication "Working While Disabled. How We Can Help" (SSA Publication No. 05-10095).

Many vocational rehabilitation offices will offer help with transportation. Usually this assistance is dependent upon economic need as well as the relationship that transportation will have to the client's employment goal. Select vocational rehabilitation offices will perform driver evaluations and vehicle modifications. During the vehicle modification process, some vocational rehabilitation offices will pay or help pay for an accessible van rental from a van rental

company such as Wheelchair Getaways. For example the Pennsylvania Vocational Rehabilitation office has helped clients who are having their vehicles modified, by renting an accessible van for them to use in the interim. These types of interim van rentals can make a significant difference in

trying to get people with disabilities back into the work place. The Pennsylvania Vocational Rehabilitation office has also rented from Wheelchair Getaways for transportation to and from school or training programs that prepare clients for employment and transportation to physical rehabilitation or medical treatments needed for employment. If a voc rehab client's counselor is unaware of transportation options, the client needs to get in touch with the transportation director at the vocational rehab office or at the state level.

According to the Rehabilitation Services Administration's Case Service Report System, individuals with significant disabilities account for around 80% of all the "competitive employment outcomes." The success of State Voc Rehab Agencies continues to rise. To find your local vocational rehabilitation office, check the government listings in your phone book. Typically vocational rehabilitation offices are listed under state agencies. You can also type in your state and "vocational rehabilitation" into a search engine such as Google or Yahoo to find the vocational rehabilitation office closest to you.

Insurance Solutions- Don't Let Insurance Stop You From Renting

by Ann Bransom

Wheelchair Getaways requires anyone driving our vehicles to be insured. This policy protects both the customer and the franchisee in the event that the customer is in an accident while driving a van. Unfortunately, some of our customers run into problems getting extra coverage or becoming insured at all if they don't own a vehicle. There are many avenues that you can take to become insured without spending a fortune, even if you don't own a vehicle personally.

Travel Insurance Providers offer temporary insurance for travelers, and may be a viable option for renters only in need of coverage for the rental period. Travel Guard is an excellent travel insurance provider and can actually be purchased through some Wheelchair Getaways franchisees. Renters can purchase what is called a Collision Damage Waiver, which covers up to \$25,000 in collision damage or \$35,000 in collision damage, depending upon which policy you purchase. The \$25,000 policy is \$7 per day plus a \$3 service fee, while the \$35,000 policy is \$9 per day plus a \$3 service fee. This deductible free policy covers collision and comprehensive damages to the rental vehicle as well as direct losses and loss of use as a result of the rental vehicle's damages. This policy excludes anyone who

does not comply with the rental contract agreement and the policy does not cover liability, personal injury, and property damage. Policyholders also receive Travel Guard Assistance, which provides non-financial benefits such as 24-hour Legal Assistance, 24-Hour Medical Assistance, and 24-Hour Travel Assistance.

Other travel insurance policies can be purchased from Travel Guard, such as the Cruise, Tour & Travel policy and the Protect Assist policy. The Cruise, Tour & Travel Policy covers items such as trip interruption, lost or stolen baggage, and medical expenses. The price of the policy depends upon the approximate cost of the trip and number of travelers. Protect Assist is simply a more budget friendly version of the Cruise, Tour & Travel Policy with some limitations. When purchasing these larger, more expensive policies proceed with caution. These policies only offer the required Collision Damage Waiver as an optional add-on and some of the coverage that they provide, such as lost or stolen baggage, might already be covered under your existing homeowners policy. Details about Travel Guard can be found on their website at www.travelguard.com or call toll free at 1-800-826-4919. Other companies that offer collision waiver policies include Access America (www.accessamerica.com), CSA Travel protection

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NATIONWIDE LOCATIONS

CORPORATE	(800) 536-5518	KENTUCKY:	(800) 458-1115	OHIO:	(800) 398-5165
ALABAMA:	(800) 554-6893	LOUISIANA:	(877) 416-0175	OKLAHOMA:	(866) 846-8029
ARIZONA:	(888) 824-7413	MARYLAND: & Delaware	(800) 438-8465	OREGON:	(888) 376-1500
CALIFORNIA: Northern	(800) 638-1912	MASSACHUSETTS:	(800) 727-1656	PENNSYLVANIA:	(800) 221-6501
Los Angeles, Orange Co	(800) 659-1972	MICHIGAN:	(800) 887-7868	PUERTO RICO:	(800) 868-8028
San Diego, Palm Springs	(877) 388-4883	MINNESOTA: & North & South Dakota	(888) 256-5807	SOUTH CAROLINA:	(866) 288-8118
COLORADO: & Cheyenne, WY	(800) 238-6920	MISSISSIPPI: (Gulf Coast)	(877) 416-0175	SOUTH DAKOTA: (Eastern)	(888) 256-5807
CONNECTICUT:	(800) 228-0185	MISSOURI: & KS, IA, AR	(800) 781-0663	TENNESSEE: Eastern & Central	(888) 245-9944
DELAWARE:	(800) 438-8465	MONTANA:	(800) 630-8267	Western	(800) 781-0663
FLORIDA: Northern	(800) 438-8465	NEVADA:	(888) 824-7413	TEXAS: Dallas, Ft. Worth	(877) 688-4695
Central	(800) 242-4990	NEW ENGLAND: ME, NH, VT, RI	(800) 727-1656	El Paso	(800) 408-2626
Southern	(800) 637-7577	NEW JERSEY: Northern NJ, NY City	(800) 344-5005	Houston, San Antonio, Austin	(866) 616-8267
GEORGIA: & Birmingham, AL	(800) 554-6893	Central	(800) 221-0034	UTAH:	(866) 886-3100
HAWAII:	(800) 638-1912	NEW MEXICO:	(800) 408-2626	VIRGINIA: Central & Southern	(877) 271-9826
ILLINOIS: Chicago & Northern, IL	(800) 637-2597	NEW YORK: Brooklyn	(800) 807-4801	Northern Virginia	(800) 438-8465
Central & Southern	(800) 781-0663	Long Island, NY City	(800) 379-3750	WASHINGTON, DC:	(800) 438-8465
INDIANA: Northern	(800) 826-9764	Upstate NY, Syracuse, NYC, Albany, Westchester Co	(866) 725-1803	WASHINGTON:	(888) 376-1500
Central & Southern	(888) 468-9055	NORTH CAROLINA:	(800) 662-7572	WEST VIRGINIA:	(800) 221-6501
Ft. Wayne	(800) 398-5165	Charlotte	(866) 288-8118	WISCONSIN:	(866) 748-3004
IOWA:	(800) 781-0663	NORTH DAKOTA:	(888) 256-5807	WYOMING:	(800) 238-6920
KANSAS:	(800) 781-0663				

NATIONWIDE RENTAL INFORMATION:

(800) 642-2042

www.wheelchairgetaways.com

(www.travelsecure.com), HTH Worldwide (www.hthworldwide.com), and Travelex (www.travelex.com). Policies vary, so be sure to check with your Wheelchair Getaways franchise to make sure that the policy you are going to purchase is acceptable.

You may be carrying car rental insurance around in your wallet right now. Some major credit cards offer rental coverage as part of their plans. Visa offers 24-hour auto insurance coverage for renters at no additional charge. As long as the rental transaction is made entirely with the Visa card, the renter is covered for collision damage and losses including physical damage and theft, valid loss-of-use charges required by the rental agency, and "reasonable" towing charges to the closest qualified repair facility. Visa also has an online claims center, for easy filing. This coverage only applies to customers with Visa Gold, Visa Platinum, or Visa Signature cards and eligibility and restrictions may apply, so be sure to check with your credit card company or financial institution before renting. Master Card offers a program called MasterRental® Insurance Coverage to eligible cardholders, which will cover collision damage to a rental car for up to \$50,000. Again certain exclusions may apply, so contact your credit card company and financial institution for more details and to make sure that

you are eligible before renting.

For frequent travelers who do not own their own vehicles, a Named Nonowner Policy may be a solution. Policy owners have liability coverage on any vehicle not owned by the named insured for themselves and their spouse. This type of coverage is usually written under the Basic Auto Policy, and therefore would probably be a six-month policy or a one-year policy. The coverage is in excess of any other applicable coverage to the borrowed vehicle and does not cover the vehicle's owner. This type of coverage can only be obtained through your insurance agent, and not all agencies offer such policies, so be sure to check with your agent before renting. Collision coverage would have to be purchased separately.

Don't let insurance problems keep you from inquiring about a rental. Contact the Wheelchair Getaways that you are going to rent from about insurance requirements and research the insurance opportunities described in this article. It is our company's goal to accommodate customers to the best of our ability and we are always happy to work through any problems that customers might encounter.