

- + Transferring between gates to successfully connect to another flight;
- + Accessing baggage claim areas; and
- + Escorting passengers with a service animal to a designated animal relief area.



Encounter a disability access-related issue?

Ask to speak with the airline's **Complaint Resolution Official (CRO)**. This airline employee is specifically trained in the ACAA and is able to assist with resolving access-related issues on the spot.

Have a complaint outside or beyond the control of the CRO?

Call the U.S. DOT Aviation Consumer Protection Division's Disability Hotline. Aside from providing general information, they can also assist with disability-related issues in "real time."

Concerned about security?

Call TSA Cares at 855-787-2227. You can discuss questions/concerns about security screening prior to arriving at the airport.

Contact Us

DOT's Disability Hotline
1-800-778-4838
Monday – Friday 9:00am – 5:00pm
Eastern Time except federal holidays

Visit Us

www.transportation.gov/airconsumer/disability



U.S. Department of Transportation

The **ABCs** of **Accessible Travel**



- A** Arrange ahead of time
- B** Be informed/Be prepared
- C** Call for help

Here are some important things to know before you go...

14 CFR Part 382 applies to flights operating to, from, or within the United States of America.

Arrange Ahead of Time



General Advice

Under the Air Carrier Access Act (ACAA) and DOT's disability rules, passengers are generally not required to provide advanced notice for disability-related accommodations. However, it's a good idea to call your airline in advance to arrange for:

- 1 **A wheelchair or other guided assistance** to board, deplane, or connect to another flight;
- 2 **A seating accommodation** that meets your disability-related needs; and/or
- 3 **The loading and stowing** of any assistive device.

Note: Providing detailed information about the accommodations you need in advance will assist airline personnel with providing those accommodations in a correct and timely manner.

Advance Notice Requirements

A carrier cannot require an individual with a disability to provide advance notice of his or her intention to travel or of his or her disability as a condition of receiving transportation or of receiving services or accommodations required by this part.

However, a carrier may require up to 48-hours advance notice and one-hour advance check-in concerning a qualified individual with a disability who wishes to receive any of the following services, types of equipment, or accommodations, pending the service is available on the flight:

- + Hook-up for a respirator to the aircraft electrical power supply;
- + Hazardous materials packaging for a wheelchair battery or other assistive device;
- + Medical oxygen for use onboard the aircraft;
- + Transportation for a powered wheelchair on an aircraft with fewer than 60 seats;
- + Provision of an onboard wheelchair on an aircraft that does not have an accessible lavatory;
- + Accommodation for a group of ten or more qualified individuals with a disability, who make reservations and travel as a group;
- + Accommodation for a passenger who must travel in a stretcher; or
- + Carriage of an incubator.

Note: If a passenger does not meet the advance notice or check-in requirement, airlines must make a reasonable effort to provide the requested service, provided that making the accommodation would not delay the flight.

Be Informed Be Prepared



- 1 **Confirm your accessibility needs** with all airlines involved in your journey.
- 2 **Be alert to gate and flight time changes** and notify airline personnel of your need to move to a different gate, if necessary.
- 3 **Check your flight status** before arriving.
- 4 **Arrive as early as possible** to allow for timely check-in, security screening, and boarding.
- 5 **Traveling with a wheelchair or other assistive device?** Consider bringing any special handling instructions for airline personnel.

Airline Obligations

Upon request of a passenger with a disability, airline personnel are responsible for ensuring the provision of assistance to passengers with disabilities, including:

- + Moving from the terminal entrance through all key functional areas of the terminal to the airport gate for departure;
- + Guiding to a restroom entrance, if time allows;
- + Boarding and deplaning;