

get ready to **GO** with these **TRAVEL TIPS**

## AIR CARRIER ACCESS ACT

- "Prohibits the discrimination of basis of disability on air travel"
- All flights operating from a United States based airline as well as foreign airline flights coming to and from the United States must follow this rule
- Air travel may not be denied by an airline due to a person's disability; however the airline has the right to deny transportation of a person with a disability if the airline feels the safety of the passenger and/or others will be in jeopardy -- if the decision is made to deny transportation due to safety concerns, written documentation must be given
- Persons traveling with a disability are not required to notify the airline in advance that they will be traveling; however, some accommodations (such as respirator hook-up, moving an electric wheelchair on a aircraft with less than 60 people) may require up to 48 hour notice by passenger to the airline
- The number of persons with a disability may not be limited by an airline on a flight
- Passengers with a disability are not required to travel with another person; however, the airline may require a safety assistant in certain situations -- if there is disagreement between the passenger and the airline regarding for the need of the safety assistant, the airline may enforce the need but will not charge the passenger for the transportation of the safety assistant
- Passengers may sit anywhere on the aircraft except when FAA or foreign government safety regulations require passengers to be moved (ie. FAA rule about passengers sitting in exit rows having the ability to perform certain actions in the event of an emergency)
- Moveable armrests are required on half of the seats in a 30 or more seat aircraft that is classified as new
- Any aircraft that has two aisles must have restrooms that are accessible
- Aircraft considered new with 100 or more seats must have the capability of storing a folding wheelchair in the cabin for passengers
- Aircraft with 60 or more seats and a restroom that is accessible must have a wheelchair onboard, regardless of when the plane was ordered or delivered -- planes with more than 60 seats and a non-accessible restroom must have a wheelchair on board if there was a 48 hour notice from the passenger indicating they would be able to use the non-accessible restroom but would need the wheelchair on board to gain access to the restroom
- Any facilities owned, leased or controlled by the airline must meet all requirements of this law
- Assistance boarding, deplaning and making connecting flights is a requirement of the Air Carrier Access Act
- FAA rules apply to overhead storage regarding carry-on baggage; devices assisting the passenger with a disability does not count towards the number of items they may bring onboard; these devices have priority in the overhead storage areas if the passenger chose to preboard
- Airlines are required to secure wheelchairs that are battery operated and store the batteries properly in packaging that is labelled as hazardous materials; airline will supply the package components for the batteries
- FAA approved Portable Oxygen Concentrators must be allowed during flight if passenger requires the use of it
- Accommodations required by the law may not be charged by the airline but they may charge for others services not required by the law such as supplying oxygen
- The law also addresses procedures for handling passengers who require the following: "mobility aids and assistive devices, passenger information, accommodations for persons with vision and hearing impairments, security screening, communicable diseases and medical certificates, and service animals
- Any employee making contact with the "traveling public" must attend training
- "Complaint Resolution Officials" must be made available through the airlines to deal with passenger complaints in person as well as written complaints

**SOURCE:** <https://www.transportation.gov/airconsumer/passengers-disabilities>