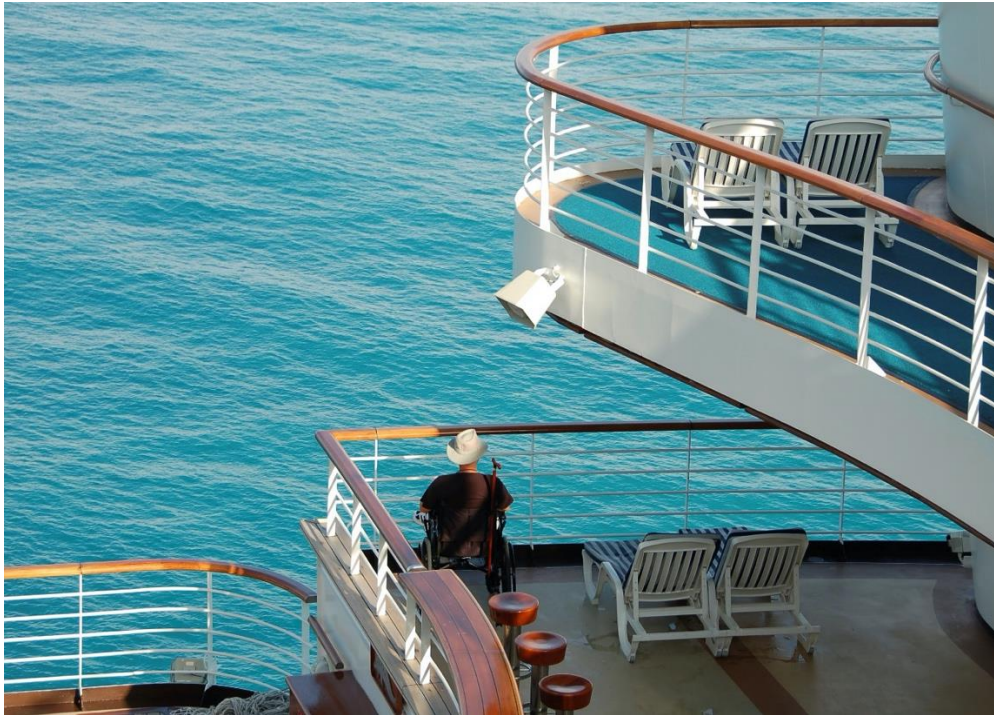




Travel



Whether visiting Yellowstone National Park or Paris, traveling brings joy to millions of people each year. Living with a disability doesn't need to limit adventurous exploring. Accommodations and assistance can be found in the air and on the ground to help travelers of all types reach the destinations they seek.

Q: Does the Americans with Disabilities Act (ADA) cover air travel for people with disabilities?

While the ADA guarantees the civil rights of citizens with disabilities, the Air Carrier Access Act (ACAA) specifically prohibits discrimination against people with disabilities when traveling by air. Among other regulations, this law stipulates that airlines cannot limit the number of passengers with disabilities allowed on a flight

or require them to sit in a specific seat because of the disability. If an airline denies travel to a passenger with a disability because of a safety concern, a written explanation is required. Passengers with disabilities cannot be made to travel with another person; if the airline and passenger disagree on the need for an attendant for safety purposes, the airline can require one, but cannot charge the passenger for the cost of the attendant's flight.

Q: Do I need to call the airline ahead of time for accommodations?

Some accommodations can be requested at the airport, including seat and transportation assistance, but calling ahead can ensure an easier trip and is highly recommended. Some airlines require you to request accommodations ahead of time so check with your carrier at the time of reservation. If the disability requires an accommodation that may take extra time to plan, such as travelling with a service animal, arranging an on-flight respirator hook-up or the use of an onboard wheelchair, 48-hours' notice may be required. Upon request, airlines must assist passengers with boarding, deplaning and flight connections. Collapsible wheelchairs and other assistive devices will have priority for in-cabin storage space and the cargo hold beneath the plane. You should carry an extra set of fully charged batteries. Always alert gate agents and flight attendants when accommodation or help is needed, even if the information was also included in the original booking.

Q: How do I make reservations for a flight to ensure appropriate assistance for getting on and off the plane?

Wheelchair and guided attendants are available for passengers with disabilities beginning the moment they arrive at the airport. This service can be requested of the airline on the day of travel or ahead of time when booking the flight; if using an app for reservations, select 'special services' to find this option. Attendants can help passengers through the airport, including on and off the airplane. If they prefer, passengers are allowed to remain in their own wheelchair until arriving at the gate. It is highly recommended to stay in your own wheelchair until you are ready for boarding so you can remain independent as long as possible and prevent pressure injuries by having your own appropriate seat cushion and so you can see your wheelchair get loaded on your plane. Attendants are required to stop at bathrooms along the way to the gate if there is time, but do not have to stop so that passengers might purchase food. When booking connecting flights, passengers with disabilities should carefully consider the amount of time between connections; those travelling by wheelchair board first and disembark last, so extra time may be needed in the schedule.

Q: Which batteries are allowed on a plane?

A variety of batteries that power wheelchairs and mobility scooters are allowed on airplanes, including spillable (wet cell,) non-spillable (dry cell and gel cell,) and lithium ion batteries. Handling procedures vary depending on the type of battery, which should be clearly labeled prior to arriving at the airport. Spillable batteries must be intact (no visible cracks or damage) and disconnected; if removed from the device, the battery must be stored in a leak-proof container. Non-spillable batteries do not generally need to be removed if the device is designed to prevent accidental activation or short circuiting. Lithium batteries not exceeding 300-watt hours, or 25 grams equivalent lithium content can also be carried onto planes. In some cases, airlines will allow the lithium battery to remain installed on a collapsible wheelchair or scooter that has protective casing around the battery; otherwise, the battery must be removed and placed in a protective pouch inside a carry-on bag. One spare (not exceeding 300-watt hours) or two spares (not exceeding 160-watt hours) can also be kept in carry-on baggage. Flight attendants or other staff must be alerted to the placement of the battery and its position in the cabin. When batteries are removed, any exposed terminals or connections must be capped. Many airlines require passengers with powered mobility devices to arrive early for check-in. Be prepared for possible gate confusion by carrying a printout of battery specifics and the FAA 'PackSafe' regulations pertaining to lithium batteries and mobility devices.

Q: What steps should I take to protect my wheelchair?

The most important step in protecting wheelchairs while traveling is to write out clear directions for baggage handlers. Some airlines provide pre-printed forms online and at check-in, but if these are not available, create a list of customized instructions. Specify how to turn the power on and off, operate the brake release, lift without damaging, and fold or collapse. (Remember to pack any tools needed for disassembling.) To prevent loss, also include the chair's serial number with any other identifying details. Laminate instructions, or seal in a plastic bag, and attach to the chair; carry spare copies to share with attendants and gate agents. If the chair needs to be checked, remove all detachable items such as cushions, cupholders and footrests. (These will not count as extra luggage on the flight.) Airlines must repair or replace wheelchairs or mobility devices damaged during handling or transport. The Department of Transportation compiles data on damage reported across all airlines in its monthly Air Travel Consumer Report.

Q: What is the best way to get through Transportation Security Administration (TSA) security checks at the airport? Can family

members help?

Non-ticketed passengers who wish to help a person with a disability through the airport can request an escort pass from the airline during check-in on the day of travel. Explain the reason the pass is needed and provide government-issued photo identification. Escorts can accompany passengers through the TSA security check and to the gate for domestic flights; this service is not available for international travel. If a ticket window is closed, the pass may be available at the airline's baggage counter. Frequent travelers with disabilities might also consider getting a TSA Pre-Check designation to access separate and sometimes speedier lines; with the pre-check, it is not necessary to remove shoes, laptops, belts, or light jackets during the screening process. Passengers without a family escort who need help navigating security can also contact the TSA Cares hotline (1-855-787-2227) 72 hours before the flight and arrange to meet a support specialist at the check point. All passengers, however, will be screened; people who cannot walk through the metal detector on their own will receive pat downs. (Private pat downs can be requested.) TSA officers may also swab hands and mobility devices to test for explosives. Walkers and canes must go through the x-ray machine. Inform the TSA officer if carry-ons contain medically necessary liquids or medications and accessories such as freezer packs, IV bags, pumps and syringes; these are exempt from TSA carry-on limits but must be inspected.

Q: What should I do if reasonable accommodations are not made at the airport or on the flight?

Despite the ACAA, people with disabilities continue to encounter unequal treatment in air travel, including inaccessible airplane bathrooms, delayed assistance and a lack of appropriate seating accommodations. If passengers experience problems at the airport, they should contact the Complaint Resolution Official (CRO), the airline's expert on disability-related issues. Every airline is required by the ACAA to have a CRO available by telephone or in person during operating hours. Passengers can also contact the DOT Aviation Consumer Protection Division Disability Hotline at 1-800-778-4838 (M-F, 9AM – 5PM ET) for guidance or help resolving issues in real time. To report discriminatory treatment by an airline, file a written complaint with the Department of Transportation. Severe violations can result in enforcement action, but a pattern of complaints might also help rewrite or create existing rules to better serve the community.

Q: What kind of questions should I ask in reserving a hotel room?

Seasoned travelers with disabilities know that one hotel's definition of accessible

may not match another. To prevent surprises upon arrival, call and speak with an on-site clerk before booking. Begin by asking about availability of ramps at entry points, elevators and parking. How many spaces are available for people with disabilities? Will a space be guaranteed with the reservation? Depending on individual needs, determine room specifics. Are there grab bars in the bathroom and a roll-in shower? If shower seats are provided, are the faucets within reach? Tall beds can sometimes be problematic; ask for exact measurements from the floor to the top of the mattress to make sure transferring from the wheelchair is possible. Ask about the hotel's public spaces, including bathrooms, exercise room and breakfast area; are buffet options within reach of wheelchair users? Will a staff member be available to help if not? In addition to this conversation, request that the clerk send photos or videos to confirm that the hotel fits individual accessibility needs ahead of arrival. One tip: you may want to speak to the housekeeping manager as the front desk may not be familiar with the room specs.

Q: Is train travel possible as a wheelchair user? How do I make a reservation?

Yes, it's possible to travel by train while living with a disability. If you use mobility devices, need seat accommodations or are traveling with service animals, you should make reservations for Amtrak by telephone. Due to limited space on each train, it's a good idea to reserve wheeled mobility device space and transfer seats early. Wheelchairs measuring 27.5 inches wide and 48 inches long, with 2 inches of clearance from the ground, can be accommodated on all Amtrak routes; the high-speed Acela trains can accommodate wheelchairs up to 30 inches wide. For overnight travel, passengers can book accessible rooms; while identifying the disability is not required, written proof, such as a letter from a doctor or transit photo card, will need to be presented at the station and when boarding. Discounts are available for adult companions traveling with individuals with disabilities. Before booking, call to make sure stations are accessible. At staffed stations, courtesy wheelchairs are available, and employees can help passengers with disabilities to and from the bathroom and with stairs. Amtrak crews are not able to provide personal assistance on or off trains. Oxygen equipment that can operate for a minimum of four hours without available onboard electrical power is allowed on Amtrak trains, but passengers should call ahead of time to specify this will be needed on the reservation.

Q: Are Uber and Lyft available to wheelchair users?

Yes, however, Uber and Lyft have frequently come under fire for discriminating against passengers with disabilities and their overall lack of wheelchair accessible

vehicles. Drivers of all ride-sharing services are required by law to pick up passengers with disabilities who use foldable wheelchairs or smaller devices. When using the Lyft app, passengers should enable Access Mode to request a vehicle able to transport a non-foldable wheelchair. If these vehicles are not available, a text message with local paratransit service information will be sent directly to the passenger. Uber’s in-app service for passengers with disabilities, WAV (for wheelchair accessible vehicle,) is currently only available in New York City, Philadelphia, Chicago and Washington, D.C. To use the feature, select and confirm WAV after entering pickup and destination locations.

Q: Can I use taxis?

The availability of accessible taxis varies widely across the country. Over the last decade, challenged by lawsuits and a growing awareness of discrimination against citizens with disabilities, some cities have increased the numbers of accessible vehicles in service. In New York City, for example, there are now more than 2,000 accessible taxis which can either be hailed on the street or booked by phone or online through the Taxi & Limousine Commission’s Accessible Dispatch service. Under the ADA, drivers for both public and private taxi companies must pick up passengers with disabilities who are able to use the taxi. Drivers must allow service pets and help stow mobility devices that fit in the car; they do not have to help with transfers into the taxi.

Sources: Americans with Disabilities Act, Air Carrier Access Act, U.S. Department of Transportation, Federal Aviation Administration, Transportation Security Administration, DOT Air Consumer Division, Amtrak, New York Lawyers for the Public Interest, The New York Times, Uber, Lyft, New York Taxi & Limousine Commission.

Need to talk to someone?

Our Information Specialists are available to answer your questions.
Call toll-free 1-800-539-7309 Mon-Fri, 7 am-12 am midnight EST.
Schedule a call or ask a question online at <https://www.ChristopherReeve.org/Ask>

Resources for Travel

Please note that a listing of services and companies are provided for information purposes only.

Accessible Escapes

<http://accessibleescapes.blogspot.com/>

Accessible Escapes offers inventive, barrier-free travel programs and services for wheelchair users, slow walkers, families and independent travelers of all mobility levels and ages.

Accessible Europe: Tourism 4 All

<https://accessibleeurope.com/>

E-mail: info@accessibleeurope.com

A pool of European travel agents expert in accessible tourism services for people with special needs: people with disability, slow walkers, and all tourists needing special care.

Accessible GO

<https://accessiblego.com/>

This site allows one to book accessible travel (hotel, airline, etc.) It also offers lists such as the “Top 10 Accessible Hotels in Atlanta”. It also provides info on equipment rental, caregivers, tour companies, transportation and attractions. People with disabilities and caregivers can get discounts on bookings.

Amtrak: Accessible Travel Services

<https://www.amtrak.com/accessible-travel-services>

This page has information on reserving accessible space, station accessibility, traveling with a companion/attendant, traveling with a wheelchair, oxygen equipment, service animals and pets, meal service for customers with disabilities, and thruway motorcoach accessibility.

American Association of People with Disabilities: Amtrak Reports on Accessibility and ADA Compliance

<https://jfactivist.typepad.com/jfactivist/2009/03/amtrack-reports-on-accessibility-and-ada-compliance.html>

This March 4, 2009 blog post discusses Amtrak’s Report on Accessibility and Compliance with the Americans with Disabilities Act of 1990 (ADA), released February 1, 2009.

American Spinal Injury Association (ASIA): The SCI Traveler: A Guide to Navigating Barriers to Domestic and International Travel

<https://asia-spinalinjury.org/scitraveler22/>

ASIA offers a free download of their extensive guide to traveling with spinal cord injury.

Association of Travel Instruction

<https://www.travelinstruction.org/>

24A Trolley Square #1677

Wilmington, DE 19806

Phone: 928-212-5161

Email: info@travelinstruction.org

E-mail: Conference co-chairs rbernardy@mtm-inc.net (Robyn Bernary) or

Julie.rosekrans@cmrtransit.org (Julie Rosekrans)

A non-profit organization that supports providers of travel instruction for the purpose of teaching people with disabilities (other than blindness) and seniors to travel safely and independently using all modes of public transportation.

Craig Hospital: Airline Travel

<https://craighospital.org/resources/Airline-Travel>

Disabled Travelers

<http://www.executiveclasstravelers.com/1/>

This site provides a comprehensive listing of businesses from around the world that specialize in disability travel.

Easy Access Travel

<https://easyaccesstravel.com/>

7120 Ponte Vedra Drive

Frisco, TX 75036

Toll-free: 951-202-2208

Email: debra@easyaccesstravel.com

Easy Access Travel specializes in cruise vacations and packaged land tours to accessible destinations for disabled and mature travelers.

European Network for Accessible Tourism (ENAT)

<https://www.accessibletourism.org/>

Rue du Marché aux Herbes 61 / Grasmarkt 61

1000 Bruxelles

Phone: (0030) 210 6148380

Email: enat@accessibletourism.org

ENAT is a non-profit association of organizations that are improving the accessibility of tourist information, transport, infrastructure, design and service for visitors with all kinds of access needs.

Flyer Talk

<https://www.flyertalk.com/forum/disability-travel-224/>

A forum that has many threads that allows other people who share similar concerns and questions about travel topics to discuss and communicate information.

Freedom Shores

<https://freedom-shores.com/>

Phone: 951-218-4023, 281-354-6899

Freedom Shores is a resort in Isla Aguada, Campeche, Mexico, that was designed by a quadriplegic for complete accessibility. Personal Care Attendants can be reserved through a nursing school near the resort.

LatinAmerica For All

<https://www.latinamericaforall.com/>

Email: sales@latinamericaforall.com

Offers accessible tour experiences in Ecuador, Peru, Argentina, Colombia and Mexico.

Lonely Planet: Accessible Travel Phrasebook

<https://shop.lonelyplanet.com/products/accessible-travel-phrasebook-ebook-1>

The phrasebook is available for free download and covers accessible travel phrases in 35 languages. The phrases pertain to hotels, adaptive equipment, accessible transportation, and common conditions.

Lonely Planet also has other free e-books related to accessibility for download including ones covering Melbourne, Edinburgh, Rio de Janeiro, Glasgow, and Brighton (UK).

Lyft: Accessible Vehicle Dispatch

<https://help.lyft.com/hc/en-us/articles/115013081668-Accessible-vehicle-dispatch>

Makoa: Disability Travel and Recreation Resources

<http://www.makoa.org/travel.htm>

This page has links to many websites in the categories of travel planning, destinations, transportation, air travel, camps for children, and travel guides.

Mobility International USA (MIUSA)

<https://www.miusa.org/>

132 E. Broadway, Suite 343

Eugene, OR 97401

Phone: 541-343-1284

MIUSA is a cross-disability organization serving those with cognitive, hearing, learning, mental health, physical, systemic, vision and other disabilities. It works with the National Clearinghouse on Disability and Exchange has programs to increase the participation of people with disabilities in international exchange programs.

MossRehab Travel Resources

<https://www.mossrehab.com/patients-and-visitors/information-for-out-of-town-visitors/travel-resources>

60 Township Line Road

Elkins Park, PA 19027

Phone: 215-663-6000

This site provides general information to help people with disabilities make travel plans. There are links to many resources, including state and country tourism offices, travel agencies, hotels, and resources related to different modes of travel (air, train, bus, car, cruise).

Northwest Regional SCI System

https://sci.washington.edu/info/forums/reports/travel_2011.asp

Travel after Spinal Cord Injury: Finding Your Comfort Zone

Rick Steves Europe: Easy Access Europe

<https://www.ricksteves.com/watch-read-listen/read/easy-access-europe>

This is a book published in 2006 on accessibility in Europe. Available as free file.

Rick Steves Europe: Tips for Travelers with Disabilities

<https://www.ricksteves.com/travel-tips/trip-planning/travelers-with-disabilities>

Sage Traveling: The European Disabled Travel Experts

<https://www.sagetraveling.com/>

435 Hunters Creek Drive

New Braunfels, TX 78132

Read more <https://www.sagetraveling.com/contact>

Phone: 888-645-7920

Founder John Sage traveled Europe extensively in a wheelchair before launching the company in 2009.

ScotAround Mobility Solutions

<https://scootaround.com/en>

Phone: 888-441-7575 (Toll-free)

Scotaround rents mobility scooters, wheelchairs and power chairs in over 1500 locations across North America.

Society for Accessible Travel & Hospitality (SATH)

<http://www.sath.org/>

Phone: 212-447-7284

Email: sathinfo@sath.org

SATH is a membership organization with a mission of raising awareness of the needs of all travelers with disabilities, removing physical and attitudinal barriers to free access and expanding travel opportunities in the U.S. and abroad. The site has a variety of travel tips and resources, including articles and blogs from members.

Special Needs at Sea

<https://www.specialneedsatsea.com/>

Phone: 800-513-4515 (Toll-free)

International Phone: 954-585-0575

Special Needs at Sea provides a broad range of special needs equipment including wheelchair, power chair and scooter rentals, oxygen units and oxygen rentals, audio and visual aide rentals, baby crib rentals and other essential items to travelers on cruises, at hotels, resorts, theme parks, convention centers and other specialty locations.

Spin the Globe

<https://spintheglobe.net/dir/>

A travel site from a woman who lives with MS. It offers tips on travel for people living with disabilities.

TravAbility

<https://travability.travel/>

Provides education, advocacy, and accessibility information for travel destinations.

TravAble

<https://travabled.com/>

A place for wheelchair users and people with disabilities to share their experiences

about accessible places.

Travel for All

<https://travel-for-all.com/>

5114 Maureen Way, Nanaimo BC

Canada V9T 5Z5

Toll Free: 1-888-993-9295

Phone: 1-250-585-5525

Email: info@travel-for-all.com

A travel agency located in Canada whose founder and CEO lives with multiple sclerosis.

Uber: Accessibility at Uber

<https://www.uber.com/us/en/about/accessibility/>

UCP: Travel and Transportation

<https://ucp.org/resource-guide/travel-and-transportation/>

U.S. Department of State, Bureau of Consular Affairs: Traveling with Disabilities

<https://travel.state.gov/content/travel/en/international-travel/before-you-go/travelers-with-special-considerations/traveling-with-disabilities.html>

This document has tips for people with disabilities planning to travel abroad.

Wheelchair Jimmy

<https://wheelchairjimmy.com/>

PMB #275

321 High School Rd. NE. Suite D3

Bainbridge Island, WA 98110

Email: contact@wheelchairjimmy.com

A travel website for researching how well hotels, restaurants, city attractions, cruise lines and local transportation services satisfy the accessibility and usability needs of travelers in wheelchairs.

Wheel the World

<http://wheeltheworld.com/>

95 Third St., 2nd Floor

San Francisco, CA 94103

Phone: 628-900-7778

Wheel the World is an online travel agency for travelers with disabilities and seniors to travel the world. They allow users to book hotels and tours that match their accessibility needs.

Wheelchair Traveling

<https://wheelchairtraveling.com/>

E-mail: info@wheelchairtraveling.com

This site is an international resource built by wheelchair travelers on accessible destinations and activities that allows people to see and read the details about a

destination before going there. There is information on rentals, destinations, lodging, and travel equipment.

Air Travel

Some airlines have complaint resolution officials (CROs) who are specially trained and are aware of applicable Federal Aviation Administration (FAA) and Department of Transportation (DOT) disability regulations. If an issue arises, please ask for a CRO to be called.

Air Access 30

<http://www.airaccess30.org/>

Individuals with disabilities now have a platform for sharing their stories, photos, videos and graphics about their air travel experiences. AirAccess30.org, launched in January 2016 by Paralyzed Veterans of America, enables passengers with disabilities who utilize air travel to share positive and negative stories about their experiences. The new website, launched in advance of the 30th anniversary of the Air Carrier Access Act (ACAA), seeks the help of passengers with disabilities in showing the progress that has been made as well as the work that remains to accomplish the true spirit of the ACAA.

All Wheels Up

<https://www.allwheelsup.org/>

5575 LaJolla Drive

Frisco, TX 75034

Phone: 917-414-0897

A non-profit organization that advocates for airplanes which are more accessible to wheelchair users. In particular, they advocate for redesign of airplanes so that wheelchair users can remain in their wheelchairs for flights.

Federal Register: ruling on Traveling by Air with Service Animals 12/10/20

<https://www.federalregister.gov/documents/2020/12/10/2020-26679/traveling-by-air-with-service-animals>

Magee Rehab Hospital: Airline Travel video

<https://youtu.be/rjkb7VabsJ0>

An on-demand video from Magee Rehab Hospital and Southwest Airlines on what to expect when traveling by plane.

Transportation Security Administration (TSA)

<https://www.tsa.gov/>

TSA: Travelers with Disabilities and Medical Conditions

<https://www.tsa.gov/travel/special-procedures>

This page has information on the TSA Cares helpline and screening of passengers with disabilities and medical conditions.

TSA Cares Helpline

Phone: 855-787-2227 (Toll-free)

In 2011, TSA established the toll free helpline to provide information and assistance to passengers with disabilities and medical conditions related to the security screening process. The hours of operation for the TSA Cares helpline are Monday through Friday 8 am to 11 pm EST, and weekends from 9 am to 8 pm excluding federal holidays.

U.S. Dept. of Transportation: New Horizons – Information for the Air Traveler with a Disability. Aug. 2009.

<https://www.transportation.gov/airconsumer/new-horizons-information-air-traveler-disability>

This guide is designed to offer travelers with disabilities a brief but authoritative source of information about the Air Carrier Access rules: the accommodations, facilities, and services that are now required to be available. It also describes features required by other regulations designed to make air travel more accessible. The guide is structured in much the same sequence as a passenger would plan for a trip: the circumstances he or she must consider prior to traveling, what will be encountered at the airport, and what to expect in the transitions from airport to airplane, on the plane, and then airplane to airport.

U.S. Department of Transportation: Toll Free Hotline for Air Travelers with Disabilities

<https://www.transportation.gov/airconsumer/toll-free-hotline-air-travelers-disabilities>

Office of Aviation Consumer Protection

Phone: 800-778-4838 (Toll-free), 800-455-9880 (TTY)

Available Monday through Friday 9 am to 9 pm EST, excluding federal holidays. To file a non-security related complaint, see this form:

<https://www.transportation.gov/sites/dot.gov/files/docs/382form.pdf>

Specific Air Carriers:

Alaska Airlines: Accessible Travel Services

https://www.alaskaair.com/content/travel-info/accessible-services/seating-accommodations?semid=Google%7c%7cSEMGenDSA%7c%7c&gclid=EAlaIQobChMI85Gvt_-k7AIVYrICh20-g0WEAAYASAAEqLRxuD_BwE&gclid=aw.ds

American Airlines: Accessibility and Assistance for Customers with Disabilities

<https://www.aa.com/i18n/travel-info/special-assistance/special-assistance.jsp>

Delta: Services for Travelers with Disabilities

<https://www.delta.com/us/en/accessible-travel-services/wheelchair-services>

JetBlue: Accessibility Assistance

<https://www.jetblue.com/at-the-airport/accessibility-assistance>

Lufthansa: Accessible Travel for Travelers with Special Needs

<https://www.lufthansa.com/us/en/travellers-with-special-needs>

Southwest Airlines: Customers with Disabilities

<https://www.southwest.com/html/customer-service/unique-travel-needs/index-pol.html>

United Airlines: Travelers with Special Needs

<https://www.united.com/ual/en/us/fly/travel/special-needs/disabilities.html>

Buses

Greyhound

<https://www.greyhound.com/en/help-and-info/travel-info/customers-with-disabilities>

Phone: 800-752-4841

At Greyhound, your personal care attendant may be issued a 50 percent discounted ticket to travel with you. The Greyhound PCA program is voluntary and not mandated by any federal regulations. Greyhound reserves the right to invoke and/or modify program qualifications and qualification guidelines for participation in this program.

Rental Cars

Alamo

<https://www.alamo.com/en/home.html>

Scroll down to the bottom of the page and click on “Customers with disabilities” to view policies. Alamo can provide hand controls, spinner knobs and pedal extenders.

Avis: Services for Physically Challenged Customers

https://www.avis.com/en/home?contentId=avis-access-US_en-001311

Avis can provide scooter rentals, hand controls, spinner knobs, panoramic mirrors, swivel seats, and transfer boards to people with disabilities.

Budget: Devices for Renters with Disabilities

<https://www.budget.com/en/customer-care/disability-services>

Budget can provide hand controls and other assistive devices for many rentals.

Dollar: Customers with Disabilities

https://www.dollar.com/TravelCenter/TravelTools/Customers_With_Disabilities.aspx

Dollar can provide hand controls and spinner knobs. Dollar can also remove the center and/or rear van seat in rented vans and minivans to provide space for service animals or personal aids.

Enterprise: Customers with Disabilities

<https://www.enterprise.com/en/help/customers-with-disabilities.html>

Enterprise can provide hand controls, spinner knobs and pedal extenders.

Hertz: Services for People with Disabilities

<https://www.hertz.com/rentacar/productservice/index.jsp?targetPage=PhysicallyChalle>

[ngedUS.jsp&leftNavUserSelection=globNav_3_5_1&selectedRegion=United%20States](#)
Hertz can add hand controls and spinner knobs to many of its rental cars.

Thrifty: Rental Cars for Handicapped Drivers

https://www.thrifty.com/TravelCenter/TravelTools/Customer_with_Disabilities.aspx#:~:text=Drivers%20for%20People%20with%20Visual%20or%20Physical%20Disabilities&text=You%20must%20also%20be%20present,at%20the%20time%20of%20rental.&text=For%200speech%20and%20hearing%20Dimpaired,at%20InternetHelpDesk%40thrifty.com.

Thrifty can provide hand controls and spinner knobs. Thrifty can also remove the center and/or rear van seat in rented vans and minivans to provide space for service animals or personal aids.

Hotels and Short-Term Rentals

Airbnb

<http://www.airbnb.com/>

Airbnb is an online site which offers short-term rentals of homes or rooms in a home. They offer accessibility filters such as: wide hallways, roll-in showers, elevators, disabled parking spots, etc. so that you can choose the accessibility features you want or need.

Becoming RentABLE

<https://www.becomingrentable.com>

Becoming RentABLE is an accessible short-term rental listing platform that serves people with disabilities. All of the properties listed on their site has been assessed and/or certified for accessibility by their staff.

Hilton Hotels & Resorts

<https://www.hilton.com/en/>

Hilton brands allow guests to book accessible rooms online. Brands include Conrad, DoubleTree, Embassy Suites, Hampton Inn, and Homewood Suites.

Microtel Inns & Suites

<https://www.wyndhamhotels.com/micotel>

Reservations: 800-337-0050 (Toll-free)

ADA-Accessible guestroom suites provide a microwave, refrigerator and coffee maker that are located conveniently within reach of a person using a wheelchair. All hotels welcome service animals trained to assist guests with disabilities.

Wyndham Hotel Group

<https://www.wyndhamhotels.com/>

Wyndham Hotel brands allow guests to book accessible rooms online. Brands include Baymont Inn & Suites, Days Inn, Dream Hotels, Howard Johnson, Knights Inn, Microtel Inns & Suites, Ramada, Super 8, and Travelodge.

If you are interested in platforms that rate hotels, restaurants, etc. or wish to rate

them yourself, please see our **Accessibility Ratings** fact sheet.

Blogs

Curb Free with Cory Lee

<https://curbfreewithcorylee.com/>

Offers a travel blog from a person who uses a wheelchair.

Disabled Travelers Blog

<http://www.disabledtravelers.com/blog/>

Magazines

Emerging Horizons Accessible Travel News

<https://emerginghorizons.com/>

C & C Creative Concepts

P.O. Box 278

Ripon, CA 95366-0278

Phone: 209-599-9409

Emerging Horizons is an on-line magazine about accessible travel — travel for wheelchair users to slow walkers. It is published quarterly, with additional articles available exclusively to subscribers in the months when a new issue is not released.

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This publication is supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$10,000,000 with 100 percent funding by ACL/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by ACL/HHS, or the U.S. Government.