



## Airline Guide

### Airlines Included in this Guide

- United Airlines
- American Airlines
- Southwest Airlines
- Delta Airlines
- Frontier Airlines
- JetBlue Airlines
- Alaska Airlines

### Shipping Adaptive Bicycles by Air

David Mayo, an experienced World T.E.A.M. adaptive veterans, offers the following information about shipping a bike on an airline:

"In the 15+ times of using air travel with my hand cycle, I've never had any real damage shipping the bike as is (no boxing or bubble wrap). I do take the rear wheels and draft bumper off plus turn the foot rest and mirror down. I feel comfortable just doing this, but others will do more protective measures.

You have to be a little careful with the airlines to make sure they don't charge for the HC. Always tell them this is a 'wheelchair to use at your destination'. I never use the word 'bike'."

Leslie Gardner, a former World T.E.A.M. Face of America athlete transportation coordinator, offers some advice as to whether you should box a bike for travel:

"It generally depends on their comfort level with the airlines checking it. Most prefer to break it down at least somewhat and box it so it's protected. Some just put it right on the plane. All but a few should have their flights by now so they can ask their specific airline what the process is."

Online, there are comments and suggestions about traveling by air with an adaptive bicycle:

"I purchased my handcycle last year in Wisconsin and live in Arizona so I flew back on 3 planes with my handcycle. United charged me \$25 to check it. United's protocol was that 'regular wheelchairs' were free but 'large sports chairs' (rugby, handcycle & racing chairs - they had a list) were \$25 to check...same as a suitcase. I was flying on a regional jet and prop plane, so I called before booking the ticket to see if there were size requirements for the little planes.

I took some air out of the tires - so they don't explode at altitude & removed all removable parts. I taped bubble wrap around the gears and cranks to protect and I also derailed the chain ahead of time. The guy I bought it from, helped me get it ready for the flight - they were all his suggestions as he had flown with it several times and it was my first handcycle. I have a lean-steer bike so the hardest part was pushing / steering the bike through the airport to the counter. My bike survived nicely and I picked it up at oversized baggage (like golf clubs) when I landed."

Mark from Rhode Island writes to Frommers' *Able Traveler*, "With all the new baggage charges, I'm afraid that the airlines will charge me to carry my wheelchair. Can they do this?"

"Technically there is nothing in the law that specifically states that airlines can't charge passengers for carrying wheelchairs; however the nondiscrimination section of the ACAA prohibits airlines from charging for services required under the law. So in a broad sense, charging for carrying a wheelchair is prohibited. Today, no U.S. airline charges for transporting personal wheelchairs; however they can charge for sporting equipment like sit skis, handcycles or sports wheelchairs."

Useful report on traveling with adaptive equipment: <http://barrierfreetravel.net/sample.php>.

### United Airlines

<http://www.united.com/web/en-US/content/travel/specialneeds/disabilities/default.aspx>

**24-hour Disability Desk: 800-228-2744**

#### UNITED HONORS AMERICA'S VETERANS

To thank U.S. military veterans, active duty military, National Guard and Reserve members, and their families for their service, United is proud to provide Veterans Advantage® members with up to a 5 percent discount on tickets for United- and United Express®-operated flights purchased on united.com.

#### Additional discount details:

- Itineraries must originate in the U.S. or Canada to be eligible.
- Discount only applies for travel to destinations in the U.S., Canada, Mexico, Central America and the Caribbean.
- Reservations are limited to eight travelers or fewer.
- Discount is applied to the published base fare and does not apply to government-imposed taxes and fees or carrier-imposed international surcharges.
- Certain special promotional Web fares are not eligible.



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- Eligible flight segments will be marked with a special offer indicator on [united.com](http://united.com).

Enroll with Veterans Advantage and you will immediately receive a 10-digit travel discount code that can be used to book your United travel. You can enter your unique 10-digit code in the "Offer Code" section whenever you book at [united.com](http://united.com).

Veterans Advantage is the leading card program for U.S. military veterans, active duty military, National Guard and Reserve members, and their families, delivering new benefits for all who serve our nation. You are eligible for enrollment if you have served in any branch of service, or during any period of service, both wartime and peacetime. "Next of kin" family members, including the spouse, mother, father, son or daughter of the veteran or serviceperson, may enroll and receive benefits, too.

Veterans Advantage members receive an unparalleled benefits package from the nation's top corporations. You'll receive special insurance coverage, a drug discount program and save on travel, hotels, dining, entertainment, prescription drugs, computers, electronics, fitness centers, wireless services, moving services, health, flowers, gifts and more.

You'll also get your own private login for online benefits access and account support, and toll-free dedicated member service, providing membership assistance whenever you need it.

Enroll in a 30-day trial of Veterans Advantage now and discover these special benefits.

### **ADVANCE NOTICE**

United recommends that all customers make their reservations as early as possible. We do not require information concerning the extent of a disability, however, the more information we have about you, the better prepared we are to meet your needs. United requires 48 hours advance notice and an hour in addition to the published airport check-in processing time of your originating airport if you:

- Need onboard medical oxygen in flight (available on flights between Guam (GUM) and Tokyo (NRT) and flights between Guam (GUM) and Honolulu (HNL))
- Will be using your FAA-approved respirator, ventilator, continuous positive airway pressure (CPAP) machine or your own personal oxygen concentrator (POC) (United does not provide POCs)
- Require disassembly and/or packaging of a wheelchair battery
- Will be transporting an electric wheelchair on an aircraft with fewer than 60 seats
- Are traveling with a group of ten (10) or more people with disabilities
- Plan to travel with an emotional support or psychiatric service animal in cabin



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Special meals require a minimum of 24 hours advance notice, however we appreciate as much advance notice as possible.

### SEATING

Certain seats are made available to persons with a disability if the request is made at least 24 hours in advance of the scheduled flight. Possible accommodations may include:

- An aisle chair to more easily access the aircraft
- A seat in a row with a movable aisle armrest
- Any other seat that provides greater legroom than other seats on the side of the aisle that best accommodates a disability
- Adjoining seats

If you would like to request this type of accommodation, or if you plan to travel with a specialized seating device, you should call United's 24-hour Disability Desk at 1-800-228-2744 within the United States or Canada, or from elsewhere call United's Customer Contact Center and ask to be connected to the Disability Desk. Approvals may be required for the use of some seating devices.

### SERVICE ANIMALS

#### Trained service animals

Trained service animals are accepted in cabin for qualified individuals with a disability. A service animal should sit in the floor space in front of the customer's assigned seat but cannot protrude into the aisles. Customers may use an approved in-cabin kennel for smaller animals provided its use meets stowage requirements. Exit row seating is prohibited. Documentation may be required for an animal traveling to international destinations.

Emotional support and psychiatric assist animals

Psychiatric assist animals and emotional support animals are also accepted in cabin for qualified individuals with a disability if certain documentation requirements are met. Additional documentation may also be required for an animal traveling to an international destination.

An animal should sit at the customer's feet without protruding into the aisles to comply with safety regulations. Customers may elect to use an approved in-cabin kennel for smaller animals. Exit row seating is prohibited. Refer to the U.S. Department of Transportation 14 CFR Part 382 or contact United for additional information.

Customers traveling with an emotional support or psychiatric assist animal must provide a minimum 48-hour advance notification to the Disability Desk at the United Customer Contact



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Center by both 1) calling 1-800-228-2744 and 2) submitting the required documentation (PDF) by fax (1-313-234-6966) or email (uaaeromed@united.com). The Disability Desk must receive and validate the required documentation prior to the time of travel. Verification of documentation will include United contacting your mental health care professional. If we are unable to validate the documentation or if the advance notification is not given, customers will be required to transport the animal as a pet, and pet fees will apply.

### Service animals in training

United only recognizes service animals which have been trained and certified. Animal trainers are permitted to bring one service animal that is training to assist disabled passengers onboard free of charge. These service animals must not occupy a seat. Trainers transporting service animals in the ordinary course of business or service animals who are not in training must check these animals.

### Therapy animals

Therapy animals, which are pets that have been trained and registered by a therapy organization in order to visit nursing homes, hospitals, schools and other facilities, are not considered to be service animals. When traveling with a therapy animal, standard pet-related regulations and restrictions will apply

### ELECTRONIC ASSISTIVE DEVICES

Some electronic assistive devices may be used during flight if it can be verified by a manufacturers' label or otherwise that it meets applicable FAA safety and hazardous goods requirements. If possible, please provide information to help verify that the device meets the applicable FAA requirements at the time of booking. Advance notification of at least 48 hours is required to confirm that your device meets these FAA requirements. Our staff at the disability desk at 1-800-228-2744 will assist you in verifying the documentation needed to approve your device for use in-flight. Occasionally the manufacturer of your device may have to be contacted to verify that testing has been performed for the device and that it meets the current FAA requirements. Wireless devices, such as a wireless glucose monitor, cannot be used on board the aircraft. Additionally, personal air filtration units cannot be used on board the aircraft. Unapproved devices are permitted to be carried on the aircraft, however may not be used, provided they fit securely beneath the seat or in the overhead compartment.

### MEDICINE

You should carry your medications with you onboard the flight. In fact, you should never put your medications in your checked bag. Keep in mind that you may be asked to check your carry-on bag at the gate due to space constraints in the cabin. It is your responsibility to remove your



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medications before giving your bag to a flight attendant or agent at the gate. Our aircraft do not have refrigerators on board, so please plan accordingly. Also, if you use needles to inject medication, have your doctor's prescription with you just in case security officers have questions.

### **CUSTOMER WHEELCHAIR EQUIPMENT**

United Airlines accepts one wheelchair or other assistive device per customer in addition to the checked baggage allowance at no additional charge. We accept all types of wheelchairs and scooters including folding, collapsible, non-folding, manual or powered. Excess, oversized and/or overweight baggage charges may apply for checking additional wheelchair(s) that are used for recreational purposes.

Advance notice of forty-eight (48) hours and an hour in addition to the published airport check-in processing time of your originating airport is required for powered wheelchairs if the passenger will be traveling on an aircraft of 60 seats or less.

### **Checking your equipment**

Your wheelchair can be checked at the ticket counter and/or gate. We appreciate you arriving at the airport at least one hour before departure if your powered equipment requires disassembly. This time helps ensure that proper handling is accomplished. Customers may use United's wheelchair equipment after checking personal wheelchairs. Checking and returning your wheelchair at the gate can also be arranged. Please advise us in advance if you request use of your equipment at airports for connecting flights. Please note, we do our best, but damage does sometimes occur, particularly with heavier powered wheelchairs.

Helpful suggestion: having written instructions about various items on your device will assist airport personnel as they load and unload it. You can design your own set of instructions, or can use one that we have created by downloading the wheelchair information card. Fill out as much information as you can and affix the card to the device. Keep a copy for yourself as well and have it available in case the one on your device gets lost for some reason.

### **Manual wheelchairs**

Customers, who identify themselves for preboarding, have priority to have their folding wheelchair stowed onboard upon request. All of United's aircraft have adequate space to accommodate at least one adult-sized wheelchair.

Customers' manual wheelchairs can be checked for stowage in the cargo bin at either the ticket counter or gate. Please provide as much information as possible to our employees to ensure



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proper handling and loading. Detachable items such as seat cushions, removable sideguards and footrests can be carried in the cabin or tagged and stowed with the chair in the cargo bin.

### American Airlines

<https://www.aa.com/i18n/travelInformation/specialAssistance/customersWithDisabilities.jsp>

800-433-7300

#### Advance Notice Needed

We recommend that all of our customers make their reservations as far in advance as possible. While we do not require disclosure of the nature or extent of your disability, the more information we have concerning any special assistance you may require, the more prepared we are to meet your needs during your trip.

#### Booking Your Reservation

##### On AA.com

On AA.com, you can record your request for assistance from among the following selections:

Wheelchair Assistance (one of three options):

- Passenger can walk but requires wheelchair for distance to/from gate (see agent for wheelchair)
- Passenger can walk but needs assistance up/down stairs. A Special Assistance Coordinator will contact the passenger to make arrangements.
- Passenger cannot walk and needs assistance to seat on plane. A Special Assistance Coordinator will contact the passenger to make arrangements.

#### Medical Oxygen

FAA approved portable oxygen concentrators are the only medical oxygen devices approved for inflight travel. A 48-hour notice is required.

#### Visual Disability

Passenger is blind or has low vision and needs assistance.

#### Hearing Disability

Passenger is deaf or hard of hearing and needs assistance.

On Other Travel Websites



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If your reservation was booked on a Website other than AA.com, you may make arrangements for special assistance by calling Reservations.

Please let us know if you:

- Require a wheelchair
- Need assistance getting into and out of the aircraft seat
- Require adjacent seating for yourself and your personal care attendant
- Are traveling with a service animal
- Are traveling with a battery-powered medical device
- Will need disassembly and battery packaging for your mobility assistive device
- Have any other special requirement

We require at least 48 hours advance notice when making your reservation for the following:

- Portable Oxygen Concentrator usage
- Travel with a group of 10 or more people with disabilities
- Travel with an emotional support or psychiatric service animal

### **Special Assistance Coordinators**

Within our Reservations Department, an exclusive team called "Special Assistance Coordinators" facilitates your travel. Specially trained to arrange for the special needs of customers with disabilities and/or medical conditions, they document your reservation concerning your special service requests to alert our airport staff. In certain circumstances, if you have requested special assistance at the time of making your reservation, they will contact you by telephone prior to departure to ensure all advance medical paperwork requirements or special assistance requests are arranged. For this reason, it is helpful to have a valid, complete telephone number available within your reservation.

Although not required to do so, our customers with disabilities advise us that pre-arranging for special assistance helps travel proceed more smoothly. Assistance from a Special Assistance Coordinator is arranged for at the time of booking with an AA Reservation Representative or with your Travel Agent upon identification of your service request.

### **Pre Reserved Seating**

For customers with a disability who are traveling with another individual who is assisting them inflight as an attendant, seats can be arranged side by side. For those who use an aisle chair to access their seat and cannot readily transfer over a fixed armrest, there are many seats with





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moveable aisle armrests. If you are traveling with a service animal or you have a fixed or immobilized leg, please advise us so we may assign you a bulkhead seat if you prefer one.

We recommend that you indicate your seating preference when you make your reservation.

Please contact Reservations to request specific accommodations.

### **If you have a hearing disability**

Airports are noisy places. Large, open spaces and crowds make it difficult for people to hear and communicate. For that reason, airports feature signage designed to help with navigation. Visual information concerning flight status appears on updated Departure and Arrival screens throughout airports and information screens behind all gate counters. Please advise an agent working your flight that you have a hearing disability so that they may alert you to important flight information.

### **If you have a vision disability**

Please request assistance if you have a vision disability. An American Airlines or American Eagle representative will assist you to the ticket counter or help you to your gate. If you would like a courtesy wheelchair upon arrival, this may be arranged in advance when you make your reservation or at the airport. If you seek arm assistance or directions only, please indicate this when making your reservation, or to an airport representative.

### **If you have a mobility disability**

#### **Airport Electric Carts**

Some airports have electric carts to assist customers in covering distances quickly. These vehicles operate continuously, are available for all customers, and may not be prereserved.

#### **Airport Wheelchair Assistance**

Airport wheelchair service is available to transport you to your departure gate and during your connection, if applicable. Although you can arrange to claim your own wheelchair at the connecting city, we recommend that it be checked through to your final destination. The additional time required to claim and recheck your chair at the connecting city may compromise your ability to make your connection. Please let us know if you will need this assistance when making your reservation.

It is also a good idea to remind the airport agent that you will need a wheelchair or other mobility assistance at your destination or connecting city. Although not required, advance notice and confirmation of arrangements helps us to provide you with timely service.



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Upon request, pre-boarding assistance will be provided to you, allowing you the opportunity to be seated prior to general boarding. Please advise the agent if you desire pre-boarding due to your disability.

### Medications

All customers are entitled to bring one carry-on item with them into the cabin. We recommend that you pack any medications you require in a carry-on bag that will fit under the seat in front of you. You should NEVER put your medications in checked luggage. Our aircraft do not have refrigerators onboard. Also, if you use needles to inject medication, checkpoint security policy is that you must have in your possession medication requiring the use of a needle or syringe that has a professionally printed label identifying the medication or a manufacturer's name or pharmaceutical label. Visit our Carry-On Baggage page for more information.

### Special Meals

American offers special meals to meet specific dietary needs at your request on select flights. Since meals are not served on all flights, check with your travel agent or the airline to be sure that a meal is offered on your flight. Many frequent flyers bring light snacks or sandwiches on board with them. This is also a good idea in the event that your flight encounters weather or other delay. For more information, visit our Special Meals page.

### Service Animals

American Airlines and American Eagle® accept service animals used by persons with disabilities at no charge. An animal may accompany a customer with a disability in the aircraft cabin, provided the animal can be accommodated without obstructing an aisle or other area used for emergency evacuations.

If a service animal is disruptive or too large to fit under the seat or at the passenger's feet without encroaching on another passenger's space or protruding into the aisle, it will need to travel in a kennel (provided by the passenger) in the cargo hold. The kennel must meet IATA kennel and size requirements for the animal. Temperature restrictions apply to ensure the safety of the animal.

There is no charge for service animals used by customers with disabilities. However, credible verbal assurance that the animal is providing a service to assist with a disability will suffice should an inquiry be made.



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Quarantine restrictions may apply. Your reservations agent or travel agent will be happy to check destination regulations for you.

### Service Animals Traveling To Hawaii

Hawaii has strict guidelines for entry. Customers traveling with animals are required to comply with Hawaii's import requirements. Quarantine laws are designed to protect residents and pets from potentially serious health problems associated with the introduction and spread of rabies. Customers are required to make prior arrangements directly with Animal Quarantine at 808-483-7151 or [www.hawaii.gov/hdoa/ai/aqs/info\\*](http://www.hawaii.gov/hdoa/ai/aqs/info*) for animal clearance.

Service animals, including emotional support, that are dogs and cats may travel in the cabin to/from Hawaii or directly to outer Hawaii Islands (e.g. Kona, Lihue or Maui.) All other types of service animals must go through Honolulu first. All service animals must have proper entry documents.

At check-in, customers must be prepared to present quarantine documentation that the animal is allowed to enter the state of Hawaii.

### Emotional Support or Psychiatric Service Animals

Emotional support and psychiatric service animals provide emotional support to an individual with a mental health-related disability. These service animals are permitted to accompany customers with a disability in the cabin. The animal will not be required to be in a kennel provided it is clean, well behaved, remains with the customer and under the customer's control at all times. In addition, the animal cannot exhibit any disruptive behavior or pose a threat to other passengers or animals.

To make arrangements for the transportation of an emotional support or psychiatric service animal, please call Reservations at 1-800-433-7300 at least 48 hours before your flight. Flight check-in is one hour in advance prior to the general public.

We require current documentation dated (no later than one (1) year from the date of the passenger's scheduled initial flight) by submitting the required documentation (PDF) by fax to 817-967-4715 or email to [sacdesk.sro@aa.com](mailto:sacdesk.sro@aa.com). If we are unable to validate the documentation, or if the advance notification is not provided, the animal will be permitted to travel as a pet, and a kennel and pet fee will be required.

American Airlines and American Eagle® accept motorized and non-motorized mobility assistive devices for transport. When necessary, we will disassemble and reassemble wheelchairs or



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other assistive devices for our customers when they travel. It is helpful to us if you provide written instructions to assist us in this process.

### **Attention customers traveling to or from airports in the European Union\***

Advance notification is strongly recommended when traveling to or from airports in the European Union\* with wheelchairs and other mobility assistive devices.

### **Carry-On Assistive Devices**

Canes, walkers, CPAP machines and other assistive devices capable of being collapsed small enough to fit into approved overhead and under seat stowage areas are welcome and do not count toward your carry-on item limit.

They must be small enough to be stowed in such a manner as not to protrude into any seating row floor space or main aisle. Items such as seat cushions, detachable control boxes, armrests or footrests also may be carried on board with you.

Assistance stowing carry-on baggage that meets baggage limits is available for customers with disabilities who request extra assistance. Due to storage limitations, some equipment or devices may have to be checked as baggage if it is not required during flight. All assistive devices must be packed separately from normal baggage to avoid baggage charges.

### **Wheelchair Storage**

American Airlines (and American Eagle jet aircraft) has a designated closet space in the cabin of each aircraft to accommodate one collapsible wheelchair. In most cases, more than one wheelchair can be accommodated, provided the space is available. This space is available on a first-come, first-served basis for customers who take advantage of pre-boarding. Additionally, some wheelchairs can collapse to fit either in an overhead bin or beneath a seat.

Non-collapsible wheelchairs or scooters are acceptable as checked luggage. These items may be checked in at either the ticket counter or the departure gate.

For customers with disabilities, there is no charge for transporting wheelchairs or providing wheelchair services.

### **Wheelchair Check-In**

Non-collapsible wheelchairs and other mobility assistive devices are accepted as checked baggage. These items can be checked in at the main ticket counter or at the departure gate. We



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ask customers with battery-powered wheelchairs to check in at the main ticket counter at least one hour prior to departure to ensure proper boarding of the chair.

We make every effort not to disassemble a wheelchair or scooter; however, the small size of some airplane cargo doors and the contents of some batteries require disassembly. For that reason, it is helpful to have the assembly and disassembly instructions with you, as well as any specialized tools that may be required.

### Southwest Airlines

<https://www.southwest.com/html/customer-service/unique-travel-needs/customers-with-disabilities-pol.html?clk=GFOOTER-CUSTOMER-ASSISTANCE>

**Reservations & Information 1-800-I-FLY-SWA (1-800-435-9792)**

#### **Advance Notice of Disability**

We recommend that Customers arrive at the airport no later than the recommended airport arrival time.

If you are traveling with a power wheelchair, in the event that we need to prepare your wheelchair for stowage, we may ask that you relinquish your power wheelchair up to an hour in advance of departure. In this case, you will be transferred to an airport wheelchair until boarding begins.

If you are traveling in a group of ten or more Customers who use wheelchairs, please advise us in advance by calling 1-800-I-FLY-SWA (1-800-435-9792) at least 24 hours in advance so that we can ensure adequate staffing and room in the cargo compartment of the aircraft for the wheelchairs.

#### **Assistance in the Airport and with Boarding**

Upon arrival at the airport, please inform a Southwest Airlines Agent or Skycap at your first point of contact, either at the Skycap podium or the ticket counter, if you need an airport wheelchair and/or assistance within the airport.

Priority preboarding is available for those who have a specific seating need to accommodate their disability and/or need assistance in boarding the aircraft or stowing an assistive device. If a Customer has a disability and requires preboarding, the Customer should request a Preboarding Document from our Customer Service Agent at the departure gate. The Preboarding Document serves as notification to our Operations (Boarding) Agent that the



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Customer has a need to preboard. It's important to keep in mind that Customers who preboard may not occupy an exit seat. Customers with disabilities who have any other special needs related to boarding should speak with our Customer Service Agent at the departure gate.

Customers who need additional space to accommodate their disability may proactively purchase an additional seat to notify Southwest of their specific seating need so adequate seating onboard the aircraft can be ensured. Instructions for booking a second seat online can be found on our Customers of Size page. Customers may contact us for a refund of the cost of the additional seat after travel. If a Customer with a disability has concerns about the amount of space needed and does not wish to purchase an additional seat, the Customer should speak with the Customer Service Agent at the departure gate.

A small wheelchair that can fit down the aircraft aisle is available at every gate and will be used if you need assistance transferring from your wheelchair in to the aircraft seat. Each gate is equipped with a Passenger Transfer Kit (PTK), which contains a slide board and a transfer sling. The sling allows for two or three Employees to lift the Customer safely from his/her wheelchair into the small wheelchair and then into the aircraft seat.

For ease of transfer, the first two rows (at a minimum) on most of our aircraft are equipped with movable aisle armrests. Note: Our 737-800 Series aircraft do not have movable aisle armrests on the bulkhead (front) row of seats. However, all other rows on these aircraft have movable aisle armrests.

Our Employees are trained on assisting our Customers into and out of the aircraft seat; however, the Customer being transferred knows the best way for us to help. We encourage the Customer being assisted to direct the Employees in how best to perform the lift and transfer so everyone will be most comfortable, and so that we will have a successful transfer.

### **Level-Entry Boarding**

Jetbridges are not available in all Southwest cities. Customers traveling to, from, or through the following locations board and deplane the aircraft through the use of stairs: Burbank (BUR), Cabo/Los Cabos (SJD), Cancun (CUN), Nassau (NAS), and Punta Cana (PUJ). In most of these locations, a mechanical lift is available to assist Customers with disabilities who are unable or have difficulty climbing stairs. However, on some occasions, due to weather, lift availability in international locations, or other conditions that may exist, Customers may be assisted via a chair carried up the stairs by trained ground personnel.

Also, please note that in Cancun (CUN) and Punta Cana (PUJ) Customers may be required to travel between the terminal and the aircraft onboard buses. Buses will be used to transport



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Customers from the terminal to aircraft, where they will board via air stairs. Boarding the bus will occur at ground-level, and Customers will be dropped off at the base of the air stairs. At this point, Customers requiring assistance to board may be assisted via a chair carried up the stairs by trained ground personnel.

### Wheelchairs & Other Devices

#### Manual and Power Wheelchairs

Southwest will stow wheelchairs in the aircraft cabin as long as they can be stowed in accordance with Federal Aviation Administration (FAA) safety guidelines. Each aircraft is equipped with a specially designed wheelchair storage compartment to allow in-cabin stowage of at least one standard-size adult collapsible wheelchair. The wheelchair compartment is located in the rear of the aircraft and is available for Customers' use on a first-come, first-served basis.

If the wheelchair will not safely fit in an approved cabin bin or stowage area, we will transport it in the cargo compartment at no additional charge. However, we suggest that all removable parts (i.e., cushions, arm or leg rests, and side guards) be stowed in an overhead bin or under a seat if the parts fit and meet all FAA safety requirements for onboard stowage. The Customer has the option to retrieve the checked wheelchair at the gate or baggage claim upon arrival at his or her destination.

If you are traveling with a power wheelchair, in the event that we need to prepare your wheelchair for stowage, we may ask that you relinquish your power wheelchair up to an hour in advance of departure. In that case, you will be transferred to an airport wheelchair until boarding begins. Power wheelchairs and scooters will be securely stowed in the cargo compartment of the aircraft. Southwest recommends that all removable parts of the wheelchair be stowed in the overhead bins.

#### Other Assistive Devices

Other assistive devices, such as walkers, canes, crutches, CPAP machines, etc., that can be stowed in compliance with FAA safety regulations, will be given priority onboard stowage, and will not be counted toward your one carryon plus one personal item limit. If the wheelchair compartment is not occupied by another Customer's wheelchair, other assistive devices may be stowed within it. While we recommend that a Customer carry on any assistive devices (including medications) that can be stowed safely in the cabin, these items can be checked if the Customer prefers. During the checkin process, it is important that the Customer inform a



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Customer Service Agent that an assistive device is being checked, especially if the assistive device is contained within the Customer's luggage.

If an assistive device cannot be stored safely in the cabin, we will transport it in the cargo compartment.

Please note that Southwest Airlines does not have electrical outlets onboard the aircraft for commercial product use.

### **Customers Who are Deaf or Hard of Hearing**

Customers who are deaf and hard of hearing may call our Teletypewriter (TTY) number, 1 (800) 533-1305, and speak with a Southwest Airlines Customer Representative 24 hours a day, 7 days a week. Our Customer Representatives can assist with making reservations and answering general questions. Additionally, we offer a video relay service at SWAVRS.TV, and there are TTY Phones located in each of the airports we serve.

Because it is sometimes difficult for our Employees to know when a Customer is deaf or hard of hearing, if the Customer identifies his/her needs to our Customer Service Agent at the departure gate and to our Flight Crew once onboard the aircraft, we can be sure to establish an acceptable means of communication. Upon such request, we will ensure that the Customer has prompt access to the same information provided to other passengers in the gate area and onboard the aircraft (e.g., boarding and baggage claim information, schedule changes, flight Safety information, etc.).

Upon arrival at the airport, please inform a Southwest Airlines Agent or Skycap at your first point of contact (either at the Skycap podium or ticket counter) if you need assistance within the airport. If assistance is needed during boarding or onboard the aircraft, please notify our Employees at the departure gate and, if applicable, one of our Flight Attendants when you board the aircraft.

### **Customers Who Are Blind or Have Low Vision**

At your request, we will be happy to assist our Customers who are blind or have low vision with flight connections, with identifying Inflight snacks, etc. Upon arrival at the airport, please inform a Southwest Airlines Agent or Skycap at your first point of contact, either at the Skycap podium or ticket counter, if you need assistance within the airport. If assistance is needed during boarding or onboard the aircraft, please notify our Employees at the departure gate and one of our Flight Attendants when you board the aircraft.





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Each aircraft has Inflight Safety Briefing Cards available in Braille overlaid with large print. Ask a Flight Attendant once onboard the aircraft if you would like to review this briefing card.

### Medication

We suggest that all medication be packed in carryon luggage. If a Customer's carryon must be checked because of space constraints, we suggest that the Customer remove the medication from the bag and keep it with him/her.

Southwest Airlines' aircraft are equipped with a first-aid kit, which contains common over-the-counter medications. Our Flight Attendants will offer the medication to a Customer if the need arises and will provide the medication once the Customer determines acceptability. While our Flight Attendants will assist the Customer as best they can, the Flight Attendants will not physically administer the medication themselves. Flight Attendants also will not administer a Customer's personal supply of medication. If this type of care is needed during the flight, the Customer may want to consider traveling with a ticketed attendant.

Needles/syringes used to inject medications are permitted past the security checkpoint as long as the Customer has in his/her possession the medication that requires the use of a needle/syringe.

### Trained Assistance Animals

Southwest Airlines welcomes trained assistance animals accompanying a Customer with a disability on all of our flights. Except when too large to be safely accommodated, a trained assistance animal will be transported in the aircraft cabin. In accordance with federal safety regulations, the animal must be positioned so as not to obstruct Customers' expeditious evacuation in the unlikely event of an emergency.

Assistance and emotional support animals can be placed on the aircraft floor or (provided the animal is no larger than a child under the age of two) on the Customer's lap. Animals cannot be placed on an aircraft seat.

Customers are not required to transport assistance or emotional support animals in pet carriers. However, if a Customer opts to carry his/her assistance or emotional support animal in a pet carrier, the carrier must be properly stowed for taxi, takeoff, and landing.

Trained assistance animals will be allowed to travel on flights to/from all domestic and international destinations with the exception of Jamaica. No animals will be allowed to travel



## Airline Guide

to/from Jamaica on Southwest Airlines under any circumstances due to country-specific regulations.

### Emotional Support Animals

Animals used for a Customer's emotional support are accepted in the cabin. Emotional support animals will be allowed to travel on flights to/from all domestic and international destinations with the exception of Jamaica. No animals will be allowed to travel to/from Jamaica on Southwest Airlines under any circumstances due to country-specific regulations. In order for a Customer to travel with an emotional support animal, the Customer must provide to a Southwest Airlines Employee current documentation (not more than one year old) on letterhead from a mental health professional or medical doctor who is treating the Customer's mental health-related disability stating:

- The Passenger has a mental or emotional disability recognized in the Diagnostic and Statistical Manual of Mental Disorders - Fourth Edition (DSM IV)
- The Passenger needs the emotional support of psychiatric service animal as an accommodation for air travel and/or for activity at the passenger's destination
- The individual providing the assessment is a licensed mental health professional or medical doctor, and the Passenger is under his or her professional care AND
- The date and type of mental health professional's or medical doctor's license and the state or other jurisdiction in which it was issued

Assistance and emotional support animals must be trained to behave in a public setting. Customers traveling with an assistance animal or an emotional support animal cannot sit in an emergency exit seat.

### Non-Passenger Escort

We offer Non-Passenger Escort (NPE) passes to people who are accompanying or meeting a Customer with a disability to/at the Customer's gate. NPE authorization should be requested from a Southwest Airlines Customer Service Agent at our ticket counter or Skycap podium. Please advise the Agent that you need to accompany/meet a Southwest Passenger to/at the gate to accommodate the Passenger's disability. You will need to present photo identification and a copy of the Southwest Customer's itinerary. We recommend reviewing our Suggested Airport Arrival Times page to determine how far in advance you should arrive at the airport terminal so that you have plenty of time to park, wait in line to receive a NPE pass, go through the security checkpoint, and get to the gate.



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### Delta Airlines

[http://www.delta.com/content/www/en\\_US/traveling-with-us/special-travel-needs/disabilities.html](http://www.delta.com/content/www/en_US/traveling-with-us/special-travel-needs/disabilities.html)

Disability Assistance 404-209-3434

#### RESERVATIONS REQUIREMENTS

The sooner you make your reservations, the more time we have to prepare for your flight and get ready to meet all of your special needs. Most special services require at least one hour advance check in on the day of departure. Keep in mind that security screening and pre-boarding processes are likely to require more than an hour advance check in.

We make every effort to accommodate your travel needs while also taking into consideration the health and safety of other passengers. Please review all the information in Special Travel Needs section or contact Delta Reservations with questions.

To accommodate special requests, we need 48 hours advance notice and at least one hour advance check in on the day of departure if you:

- need to use an approved Portable Oxygen Concentrator during the flight.
- require the packaging of a wheelchair battery for shipment as checked luggage.
- are traveling with a group of 10 or more people with disabilities.

Although we don't require information concerning the extent of your disability, the more facts you can share with us about your travel needs, the better we are able to assist you. Our reservations agents will be happy to discuss your specific requirements when you call. Should you require transfer assistance at a connecting point, let us know so we can arrange for a wheelchair to be available when you arrive.

#### Medical Certificates

Under certain conditions, you may need to present a medical certificate from a doctor. When you purchase your ticket, tell your reservations agent if you have one of the following conditions:

- You need medical oxygen.
- You have a communicable disease or infection.
- You have a medical condition where there is reasonable doubt that you cannot complete the flight safely without requiring extraordinary medical assistance during the flight.



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If you do have one of these conditions, obtain a medical certificate dated within 10 days of the flight from a certified medical doctor as follows:

- If you need medical oxygen, the medical certificate must state your need for oxygen and the rate of flow per minute required. There is a charge for onboard medical oxygen services.
- If you have a communicable disease or infection, the medical certificate must state any conditions or precautions we must take to prevent transmission of the disease or infections. The certificate must also state that the disease or infection is not communicable to other people on the flight.

### SEATING

We accommodate any request for seating that helps you manage your disability. It is our responsibility to provide you with any available seat, which you are qualified to use in the cabin of service purchased, in advance. Additional accommodation may be made for:

- passengers who use an aisle chair to get on the aircraft — and can't readily transfer over a fixed aisle armrest — can be provided with a seat that has a moveable aisle armrest on some aircraft.
- passengers traveling with an attendant helping them during the flight will be provided side-by-side seating
- passengers traveling with a service animal will be accommodated with any available seat, but will be provided a bulkhead seat by request
- passengers with a fused or immobilize leg will be provided with any available seat for which they qualify, on the side of the aircraft that appropriately accommodates their disability, or a bulkhead seat, by request

### SERVICE ANIMALS

We welcome service animals — including dogs and monkeys trained to assist passengers with mobility, visual, or hearing disabilities — within the aircraft cabin. A service animal must remain in the floor space where the passenger sits and may not get in the way of an aisle or any area that needs to remain clear for emergencies.

Some locations such as Hawaii, Great Britain and others, have quarantine laws for animals, or may not permit their entry; see Pet Travel Health Requirements for more information. Delta Reservations or your travel agent can help you learn the requirements for your destination.

### Emotional Support Animals and Psychiatric Service Animals



## Airline Guide

Delta complies with the Air Carrier Access Act by allowing customers traveling with emotional support animals or psychiatric service animals to travel without charge according to the conditions below.

### Acceptance Guidelines

The animal may or may not be trained to perform observable functions, but must be trained to behave properly in public settings as service animals do.

Emotional support animals may travel free of charge in the cabin, and the animal is exempt from cabin allotment.

Delta requires documentation (not more than one year old) on letterhead from a licensed mental health professional to be presented to an agent upon check in that includes:

- title, address, license number and phone number of mental health professional
- statement that the passenger has a mental health related disability recognized in the Diagnostic and Statistical Manual - 4th Edition
- statement that the passenger needs the emotional support or psychiatric service animal as an accommodation for air travel and/or for activity at the passenger's destination
- statement that the person listed in the letter is under the care of the assessing physician or mental health professional

A kennel is not required for emotional support animals if they are fully trained and meet the same requirements as a service animal.

Passengers should ask to speak to the Complaint Resolution Office (CRO) if they encounter any issues while traveling with emotional support animals.

### MEDICINE

For optimal safety and health, always carry your medication with you in your carry-on luggage, rather than in checked luggage. Airplanes do not have refrigerators on board, so plan for methods to keep medications cool, if required.

If you use needles or syringes to take medication, you must have appropriate medical records with you to explain your medical condition and the need for the medical procedure to security or foreign authorities. Please alert the cabin crew if you have used any needles during flight so



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they may provide you with a disposal container. You may not hang intravenous devices from the aircraft overhead; they may interfere with the emergency oxygen mask system.

### **SPECIAL ASSISTANCE**

It's best to make your request when you book your ticket through Reservations. The more information you can provide our representatives when making your travel plans, the more we can help you. Our representatives will answer questions, discuss your specific needs and alert you to special notifications and procedures.

For example, 48-hour advance notice and an early check-in time are required if you need oxygen or a respirator hookup aboard the plane, or if you are shipping certain battery-powered wheelchairs.

### **Visually Impaired**

If vision conditions make it difficult to find your way through the airport, request assistance at curbside. A skycap will help you to the check-in counter. From there, one of our representatives will help you get to the gate and assist you with boarding the airplane. Please also alert the flight attendants, so they can give you any assistance you need with stowing your luggage or identifying items on the service panel. In addition, notify the flight attendants if you will need help leaving the aircraft on landing. If you need help finding the gate for a connection, the baggage claim area, or checking the status of a connecting flight, one of our representatives can assist you.

### **Hearing Impaired**

Let us know when checking in at the gate if you have a hearing condition so that our gate agents can inform you of any important announcements before the flight departs. When onboard, notify the flight attendants so that they can alert you to any important flight information. In the airport, our gate agents or customer service representatives can assist you with potential gate or schedule changes. Additionally, if you need to make a phone call, most airports have TDD equipment, and our agents can direct you to their locations.

### **Wheelchairs**

We transport most types of wheelchairs, including folding, collapsible or non-folding manual wheelchairs, electric/battery-powered wheelchairs, and electric-powered carts. We ask that you check your wheelchair at the ticket counter or gate, and we will return it to you at the gate or the baggage claim area, as you prefer, when your flight lands.



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If you have a battery-powered wheelchair, we ask that you check in at the ticket counter one hour in advance so that we can properly prepare the chair for loading into the cargo section of the plane. We make every effort to load your chair in an upright position and without disconnecting any components. However, some batteries are subject to dangerous goods handling procedures and may require special packaging. We recommend that you have written instructions available to explain how to disassemble your wheelchair.

### Personal Wheelchair Services

To accommodate all of our passengers, we transport all types of personal wheelchairs, including:

- folding, collapsible and non-folding manual wheelchairs
- electric/battery-powered wheelchairs and one additional wheelchair battery
- electric-powered carts and scooters and one additional wheelchair battery
- crutches, braces, or other prosthetic devices

For smooth service, please provide at least 48 hours advance notice and be sure to check in at the ticket counter at least one hour ahead of departure if you need to check any battery-powered equipment.

You will find it helpful to fill out this form to accompany your wheelchair. Please print the form and place in a plastic sleeve or laminate for repeated use. It can be placed in the seat of the wheelchair or attached to the back of the chair.

### Cabin Stowage

We limit the number of personal wheelchairs to one personal wheelchair per flight. If you use a collapsible personal wheelchair, you may ask to have it stowed onboard when you are pre-boarded if it meets the size and weight restrictions for the approved storage space on the aircraft. (Not all aircraft stowage locations accommodate all sizes of wheelchairs.) Wheelchairs stowed onboard take priority over other carry-on items except those of through passengers.

### Checking Your Wheelchair

You may check your wheelchair at the ticket counter or the gate and use Delta's wheelchair equipment for travel within the airport.

If you have powered equipment that may require disassembly, please check it at the ticket counter so we may arrange for proper handling. Detachable items, like seat cushions and footrests, can be carried onboard or checked with the wheelchair in the cargo compartment.



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If the wheelchair will fit upright through the aircraft cargo compartment door — or if it can be stowed upright in the cargo compartment — we will not need to disassemble your electric/battery-powered wheelchair and will leave the batteries attached.

If disassembly of the wheelchair is required, our employees may need instructions. Please attach assembly/disassembly instructions, along with your wheelchair's specific battery type, to the wheelchair.

If you'd prefer to use your personal wheelchair within the airport, you can arrange to have us check your personal wheelchair at the departing gate and return it to you at destination gate or at a connecting airport. Keep in mind, however, that the time between connecting flights may be insufficient to provide this service during layover, especially if disassembly and re-assembly of your wheelchair is required. If time is a factor, we recommend that you take advantage of Delta's wheelchair service instead.

### Frontier Airlines

<http://www.flyfrontier.com/travel-information/special-needs>

Reservations – Customer Service: 800-432-1359

#### Planning Your Trip

Contact Frontier's Reservations Department at 800-432-1FLY (1359) to request wheelchair service to and from the gates. Once at the airport, you can alert a skycap at curbside or a Frontier representative at the ticket counter, and a wheelchair will be provided for you.

We recommend that Customers arrive at the airport no later than the recommended airport arrival time.

#### Boarding & Disembarking

Let us know if you need assistance boarding or exiting the aircraft. If you will be checking any assistive device prior to boarding, please be sure to have identification securely fastened to the device.

#### Wheelchair stowage onboard our aircraft





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We'll accept one passenger's wheelchair in the cabin on Airbus aircraft in a priority stowage space on a first-come, first-served basis. The wheelchair cannot exceed a height of 40 inches, a length of 50 inches, a width of 13 inches, or weigh more than 70 pounds. The wheelchair can be accepted if it can be folded or collapsed to meet these dimensions.

Our customer service representative will make sure that you have the opportunity to board before the general boarding begins and our inflight crew will ensure your wheelchair is properly stowed in the last row of the aircraft. Upon arrival at the destination city, a customer service representative or flight attendant will bring your wheelchair to the front of the aircraft after all passengers have deplaned and will gladly assist you with disembarking.

When making your reservation or prior to travel, please make a request for the wheelchair to be stowed onboard to let us know you are coming. This request is for planning purposes only. You need to notify our customer service representative at the ticket counter at the time of check-in, and upon arrival at the gate area. First-come, first-served basis is based on notification at the airport.

We'll accept all other wheelchairs as checked baggage in the cargo compartment of the aircraft. Checked wheelchairs are accepted without a fee for all customers.

Item	Guidelines	Fees	Carry-On/Checked Acceptance	Limited Liability
Bicycles	Non-motorized touring or racing bicycles with single seats. Bicycles must have the handlebars fixed sideways and the pedals removed and encased in a protective, durable case or box. Pedals do not need to be removed if wrapped in plastic foam or similar material.	For tickets purchased on or after December 15, 2013, for travel on or after June 13, 2014, a checked bike fee of \$75 per direction applies regardless of the Fare Option purchased. Overweight and oversize charges do not apply.	Checked: Yes Carry-on: No	Yes, unless packaged in a hard-sided case.
	Items which exceed 99.9 pounds or 109 linear inches will not be accepted.  Allow an extra 30 minutes for check-in.	For all travel through June 12, 2014, checked bikes are subject to the checked baggage fees based on the Fare Option purchased. Overweight fees will be charged if applicable, but oversize fees are exempt.		

**JetBlue**

<http://www.jetblue.com/travel/special-needs/>

**Disability Assistance Line: 1-855-ADA-LINE (855-232-5463)**

**Special Services Assistance: 1-800-JETBLUE (1-800-538-2583)**



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JetBlue welcomes the opportunity to provide caring customer service to our customers with disabilities. In order to provide the assistance for your unique travel needs, JetBlue recommends the following:

- 1 Make your reservation as early as possible.
- 2 JetBlue's on-line booking tool now allows you to add your own special service request so you can let JetBlue know what services you need.
- 3 If you need to add a special service request to an existing reservation, please call 1-800-JETBLUE (1-800-538-2583) for assistance. There is never a booking fee charged when adding special services.
- 4 JetBlue offers assistance specific to your needs through the Disability Assistance Line. Call 1-855-ADA-LINE (855-232-5463) to identify accommodations needed when traveling on JetBlue.
- 5 Let the Airport Crewmembers know of your requests when you check in or arrive at the gate.

### Wheelchair assistance

JetBlue offers Mobility/Wheelchair at all airport locations. The service is not always found curbside but must sometimes be requested inside the terminal from a JetBlue crewmember. Be sure to add your special service request to your reservation prior to travel either on line during your booking or by contacting 1-800-JETBLUE and having a reservation agent add it for you.

A wheelchair request at JetBlue includes an attendant to push the wheelchair and offer assistance.

### Aircraft accessibility

Jet bridge access is not available in every JetBlue city. If you are traveling in a wheelchair, there are processes and tools that will need to be made ready in order for you to board or deplane the aircraft. Please add the appropriate service request, based on the level of mobility, so our stations can get the equipment ready to assist.

If you cannot ascend or descend stairs, please remind JetBlue of the assistance needed once you arrive at the airport. There may be a short wait while the necessary equipment is prepared.  
Gate pass assistance

A friend or family member can provide assistance for the traveler to the gate and stay until departure. This gate pass request must be made at the ticket counter for departing flights and



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noted in the reservation for arriving flights and also requested at the ticket counter. The request will not be honored when airport security levels do not allow.

Bringing your own wheelchair

When traveling with your own wheelchair, whether motorized or manual, it is important to let JetBlue know the best way to handle this essential device. JetBlue has a form available to download and bring with you with this important information. [Click here to download the wheelchair information form.](#)

JetBlue has assistive tools and equipment to assist our immobile customers when boarding and deplaning the aircraft.

Please notify a JetBlue crewmember at the airport when an aisle chair will be needed to assist with boarding and transferring into a seat.

JetBlue also has a transfer sling and slide board available upon request.

### **Boarding process and disability seating**

JetBlue offers silent boarding for customers with disabilities needing assistance or those that need a little extra time to board. This is a courtesy offered upon request at the gate. You must be present prior to when boarding begins to take advantage of this accommodation. JetBlue also has an announced pre-board courtesy that is just prior to the General Boarding.

Disability boarding

For Customers that have a disability, JetBlue offers to board these Customers before the announced boarding begins. To ensure our Crewmembers are aware of this accommodation, please speak to a JetBlue Crewmember at the gate and provide the following information:

- What assistance can JetBlue provide during boarding? (For example... Will you be bringing your own wheelchair or need a wheelchair to board? Are you traveling with a service animal or emotional support animal? Will you be traveling with any other assistive device, such as a POC?)
- Will you need any equipment in order to board? (For example... Customers that are mobility challenged may need an aisle chair and/or a transfer kit to board or a ramp/lift to access the aircraft when a jet bridge is not available.)
- What assistance will you need upon arrival at your destination? (For example... If you are visually impaired, will the Customer need an escort to the baggage claim?)



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- In order to take advantage of this courtesy, you must be in the gate area when the silent boarding begins. The Customer with the disability and one traveling companion will be offered the courtesy.
- If you need a wheelchair to board the aircraft or other assistance and arrived too late to silent board or pre-board, assistance to board will be given once the jet bridge is cleared.

### Disability seating

JetBlue has designated seating for customers with disabilities that can be requested up to 24 hours before a flight. To ensure the best travel experience, it is recommended that you contact a JetBlue Reservation crewmember at 1-800-JETBLUE prior to your travel in order to provide the appropriate seat accommodations. Please let JetBlue know "how we can best assist you." If you arrive at the airport without a seat assignment, JetBlue will make every effort to provide the requested accommodation.

### Service animal travel

JetBlue welcomes service and emotional support animals in the cabin at no additional charge. Customers will be asked at the station to verify the service the animal provides. Definition of animal roles:

**Service animals:** A service animal has been trained to perform a specific task to assist the customer traveling such as path finding, retrieval of objects, providing stability, alerting to sounds, etc.

**Emotional Support Animals:** An emotional support provides comfort to the customer traveling that is diagnosed with a mental or emotional disorder. The animal must behave appropriately in a public setting and have required documentation.

If a customer is traveling with more than one animal, JetBlue will make every reasonable effort to accommodate. When animals are too large to accommodate in a single foot space in accordance with FAA safety regulations, the customer may purchase a second seat or wait for a flight that has empty seats available.

### Travel requirements:

- Please add the animal to your reservation when booking on line or notify JetBlue at 1-800-JETBLUE of the animal's travel.
- Animals MUST remain on the floor unless the animal can fit comfortably in your lap.
- No animal is ever allowed to be placed on a seat.



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- Service animals in training are not accepted.
- Animals that provide comfort for others or skills like drug or bomb detection will not be accepted on JetBlue.
- Unusual animals (e.g. snakes, other reptiles, ferrets, rodents and spiders) pose unavoidable safety and/or public health concerns and will not be allowed on JetBlue flights.

### **Emotional support documentation requirements:**

- Current documentation, not more than one year old, must be written on letterhead or prescription pad from a licensed mental health professional or physician.
- Documented information **MUST** include:
  - The customer has been diagnosed with a mental illness or emotional disability.
  - The customer needs the animal as an accommodation for air travel and/or for activity at the destination.
  - The individual providing the assessment is a licensed mental health professional or physician and the customer is under his or her professional care.
  - The date and type of the mental health professional's license and the state or other jurisdiction in which it was issued.

The required documentation and behavior of the animal will be assessed at the airport to ensure safety requirements are met before approving the animal for travel.

Additional documentation required:

- Puerto Rico and the U.S. Virgin Islands require vaccination documentation for the animal to be admitted into the destination.
- International Destinations have vaccination and documentation requirements. [Click here for Pet or Service/Emotional Support animal requirements to travel.](#)

### **Pet relief area accommodation:**

Assistance will be offered by JetBlue Crewmembers to and from the Airport Pet Relief Areas upon request. Please ask an Airport Crewmember for directions to the relief area.

### **Flying on Mint**

JetBlue permits Service Animals/Emotional Support/Psychiatric Service Animals to accompany a customer with a disability at any seat in which the person sits, unless the animal obstructs an aisle or other area that must remain unobstructed in order to facilitate an emergency evacuation. In JetBlue's Mint seating, the reclining feature will be forfeited in order to



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accommodate a service or emotional support animal on the floor. Animal carriers are not permitted in Mint seating and must be stowed in the overhead compartment during takeoff and landing. If the animal is small enough to sit comfortably on the customer's lap, the reclining feature may be used. If the animal(s) are of a size that prevents an adjacent customer from utilizing the amenities of their seat, the customer traveling with the animal(s) may need to be re-accommodated in another seat.

### Booking with Special Needs

Be sure to notify JetBlue of any special needs you might have prior to your travel. When you book your reservation on line, please call 1-800-JETBLUE to add the special service requests to your reservation. The more advanced notice you can provide, the better prepared JetBlue will be to assist with your travel.

We prefer 48 hours advanced notice when traveling with:

- A Portable Oxygen Concentrator (POC)
- An Emotional Support Animal/Psychiatric Service Animal – Documentation required\*
- A Motorized Wheelchair with a spillable battery

## Alaska Airlines

<http://www.alaskaair.com/content/travel-info/accessible-services/specialservices-overview.aspx?lid=nav:travelInfo-accessible>

Reservations 1-800-252-7522

### Whatever Your Needs, We'll Get You There Special Services for Accessible Travel

At Alaska Airlines, we strive to provide a travel experience that works for everyone. If you would like our assistance during your trip, we recommend the following to help us make your experience as easy, safe, and comfortable as possible:

- Make reservations as early as possible. You can request services online or by phone.
- Let us know of any special requirements—at check-in, in the boarding area, and on the aircraft.
- Arrive at the airport at least 2 hours prior to departure when requesting these services, and present yourself at the departure gate 1 hour prior to departure.

### Mobility and Wheelchair Assistance



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We are pleased to offer assistance to anyone using a wheelchair or other mobility devices.

To help us offer you the best travel experience please:

- Make reservations as early as possible. You can request services online or by phone.
- Let us know of any special requirements—at check-in, in the boarding area, and on the aircraft.
- Arrive at the airport at least 2 hours prior to departure when requesting these services, and present yourself at the departure gate 1 hour prior to departure.
- If you are transporting an electric/battery-powered wheelchair, cart or scooter, you must be checked in and available to board at least 45 minutes before posted departure for all flights.
- If you are transporting any other type of non-electric/battery-powered wheelchair, cart or scooter, you must be checked in and available to board at least 30 minutes before posted departure for all flights.
- If you fail to meet these requirements, we may have to cancel your reserved seats and/or your entire reservation.

### Services and Assistance at the Airport

Wheelchairs and wheelchair escorts are available at every airport for customer use.

Additionally, some airports have electric carts available for customer use.

Please note that we do not offer curbside skycap service at most airport locations. Please contact us at Alaska Airlines Reservations 1-800-252-7522 for skycap information.

We ask that if you need wheelchair assistance you arrive at the airport at least 2 hours prior to scheduled departure and then go directly to one of our customer service representatives. There may be a waiting period before your wheelchair escort arrives.

Please inform one of our customer service agents at the airport of all services required, including transfer assistance and/or deplaning at a connecting/arrival location. We will need to arrange for a wheelchair assistance at each location.

Please note that while customer service agents and/or wheelchair escorts can assist you to the baggage claim, in-terminal rental car counter, or curbside, they cannot wait with you or provide help with ground transportation. If you require additional assistance, we recommend traveling with a ticketed safety assistant.



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### Boarding Assistance

If you need assistance getting onto the aircraft, we offer the following options:

- Lift/Ramp is a boarding and deplaning method for those who are unable to climb or walk down stairs.
- Aisle Chair/Slide Board are specially designed wheelchairs/slides available for non-ambulatory travelers to get in and out of their seats.

If you need these services we ask that you arrive for boarding 45 minutes prior to your departure to allow us time to safely board you and your baggage. Failure to do so may result in being rebooked on a later flight.

### Onboard the Aircraft Available Services

All of our aircraft are equipped with onboard wheelchairs for customers who need assistance to and from the lavatory. Additionally, we are happy to offer the following services:

- Individual safety briefing to any traveler whose disability prevents him or her from receiving information presented in the general briefing
- Assistance with loading and retrieving carry-on items
- Assistance with opening packages
- Assistance with identifying food

Our inflight crews are not able to:

- Provide medical services or administer medication
- Assist with eating
- Assist within the lavatory
- Lift or carry customers

If you require assistance beyond what we can offer, we recommend traveling with a ticketed safety assistant.

### Seating Accommodations

We offer specific seating accommodations for travelers with a disability. Travelers who are entitled to special seating include:





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- Those who use an aisle chair to board the aircraft
- Those who cannot readily transfer over a fixed aisle armrest
- Those traveling with a safety assistant who will be assisting that individual during the flight
- Those traveling with a service animal
- Those with a fused or immobilized leg
- Those using a Portable Oxygen Concentrator (POC)

At Alaska Airlines our aircraft are subject to federal accessibility requirements for customers with disabilities. Depending on aircraft type and age, additional seats with movable aisle armrests are available beyond the specific reserved seats for disabled travelers. Please contact us at Alaska Airlines Reservations at 1-800-252-7522 for seating accommodations.

### **Bringing Your Own Wheelchair or Other Assistive Devices**

We transport all types of personal wheelchairs including, folding, collapsible, non-folding manual wheelchairs, electric/battery-powered wheelchairs, and electric-powered carts or scooters.

- A personal wheelchair can be checked at the ticket counter or the gate free of charge.
- Travelers can use our wheelchair equipment after checking a personal wheelchair; an initial waiting period may be necessary for the escort to arrive with the proper equipment.
- Detachable items such as seat cushions and footrests can be carried onboard or checked with the wheelchair and stowed in the cargo compartment.
- Alternately, arrangements can be made to have your personal wheelchair checked at the departure gate. The wheelchair will be returned at the destination gate upon arrival or at a connecting airport.
- If you prefer to use your personal wheelchair at the connecting airport, please advise the Customer Service Agent at the ticket counter or boarding gate in advance. Time between connecting flights may be insufficient to provide this service if disassembly and re-assembly of a personal wheelchair is required. If time is a factor, we recommend taking advantage of our wheelchair service for transport between connecting flights.
- If your device uses a lithium ion battery, the battery will be removed and packaged in a protective covering and stowed in the cabin during travel. The battery cannot exceed 25 grams (300 watt hours).

### **Folding Wheelchairs**



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- You can request to have your folding, collapsible, or breakdown wheelchair stowed onboard the aircraft at time of pre-boarding on Alaska Airlines flights 1-999.
- The number of personal wheelchairs is limited to one personal wheelchair in cabin per flight and this space is provided on a first-come, first-serve basis.
- The wheelchair must meet the size and weight restrictions for the approved storage space on the aircraft.
- Wheelchairs stowed onboard have priority over other carry-on items.
- If your wheelchair will not fit safely in the approved stowage closet, we will be glad to transport it in the cargo compartment at no additional charge.

### Other Assistive Devices

- One additional wheelchair battery, crutches, braces, personal walker, or other prosthetic devices are also permitted on the same flight if you are dependent on the device.
- Rigid canes must be stowed in a closet or overhead bin. When required, please contact a Flight Attendant who will be happy to retrieve it.
- If your assistive device will not fit safely in the approved stowage closet, we will be glad to transport it in the cargo compartment at no additional charge.

### Family Member Airport Escort

If you prefer to have a family member escort you to and from your departure/arrival gate, please remember the following policies:

- One or two adults, plus any children under age 13, will be allowed through the security checkpoint.
- Each non-traveling person must obtain a Security Pass from the ticket counter in order to be allowed access through the security checkpoint.
- Due to additional airport security, family members should allow up to two hours to obtain a Security Pass.
- Security Passes may not be available when traveling to/from Canada and Mexico due to customs and immigration requirements or for evening arrivals after the airport's Security Checkpoint has closed.

Please note: The Transportation Security Administration (TSA) has the authority to suspend issuance of Security Passes to non-traveling persons at any time.



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### Service and Emotional Support Animals

We welcome service and emotional support animals on Alaska Airlines. To ensure that both you and your service/emotional support animal travel easily and comfortably, please review the following information.

When traveling to Hawaii, there are additional entry requirements outlined in the Traveling with Service/Emotional Support Animals to Hawaii policy.

If you are traveling outside the United States, it is important to note that some countries have restrictions on animals transiting through or destined for their country. One of our Reservation Agents will be happy to talk over your travel plans with you to see if there are specific restrictions that may apply.

### Service Animals

- Please inform the Customer Service Agent upon arrival at the airport that you'll be traveling with a service animal so that we may account for all animals onboard the flight.
- There is no additional charge to travel with a working service animal.
- When accompanied by a service animal you may ship your animal's kennel as a checked bag free of charge.
- Your service animal may sit at your feet, unless the service animal is too large and obstructs an aisle or other area used for emergency evacuations.
- If you are traveling with a service animal we will do everything we can to seat you in a row with the most legroom.
- We recommend choosing a window seat so the service animal is safe from foot traffic.
- A harness, tag or vest indicating status as a service animal will be helpful in distinguishing them to airport personnel. However, credible verbal assurance that the animal is providing a service to assist with a disability will suffice, should an inquiry be made.

Your service animal must occupy your own space and cannot be in a seat. Also, they cannot obstruct aisles or areas that must remain clear for emergency evacuation. If your service animal does not fit the area available, one of our Customer Service Agents will:

- Find an alternate flight with more room for you and your service animal
- If your service animal is not needed during the flight, we will transport your service animal in a crate that you provide, in the climate-controlled cargo area of the aircraft. The



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animal will be immediately returned to the traveler upon deplaning. There is no additional charge for service animals that travel in the cargo area of the aircraft.

At Alaska Airlines, we will accept service animals-in-training provided all of the following conditions are met:

- The service animal is being transported by a trainer to the new owner/handler's home.
- The trainer can identify the new owner's/handler's name and home city.
- The trainer can provide documentation on official letterhead noting the service animal has successfully completed training.

### **Emotional/Psychiatric Support Animals**

You may travel with an emotional/psychiatric support animal in the cabin if you are a qualified individual with a disability and certain documentation requirements are met.

Prior to boarding, you must present current documentation to one of our Customer Service Agents. It must not be more than one year old and it must be on letterhead from a mental health professional or medical doctor who is treating your mental health-related disability. The letter must state the following:

- That you have a mental or emotional disability recognized in the Diagnostic and Statistical Manual of Mental Disorders - Fifth Edition (DSM V)
- That you need the emotional support or psychiatric service animal as an accommodation for air travel and/or for activity at your destination
- The letter must come from a licensed mental health professional, you must be under his/her professional care.
- The letter MUST contain the date, the mental health professional's or medical doctor's license, and the state or other jurisdiction in which it was issued.

All of the above specific criteria must be provided to accept your emotional/psychiatric support animal for travel in the passenger cabin. Advance notice is strongly recommended to ensure all paperwork is in order. When traveling with a service animal or an emotional/psychiatric support animal you are not permitted to sit in an emergency exit row.

### **Medication**

We are pleased to help safely transport your medication. However, we do not provide medical services or administration of medication.



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To help us offer you the best travel experience please remember the following guidelines:

- Medication should always remain with you in your in carry-on baggage; never in checked baggage.
- Our aircraft are not equipped with refrigerators, so please plan accordingly.
- Concerns about transporting medication or medical supplies through a security checkpoint can be verified using the Transportation Security Administration (TSA) standardized security screening procedures at the TSA Web site.
- To prevent interference with the deployment of the onboard emergency oxygen masks, intravenous devices may not be suspended from the aircraft.
- For travelers being transported via stretcher, some aircraft are equipped with an IV clip that can be used once the aircraft has reached cruising altitude.
- The IV clip cannot be used during take-off and landing.

FAA regulations prohibit the use of a customer's personal oxygen equipment during flight unless it falls under our Portable Oxygen Concentrator (POC) guidelines.

### Seating Accommodations

We offer specific seating accommodations for customers with certain types of disabilities. You may be entitled to special seating if you meet one of the following requirements:

- You use an aisle chair to board the aircraft
- You cannot readily transfer over a fixed aisle armrest
- You are traveling with a safety assistant during the flight
- You are traveling with a service animal
- You have a fused or immobilized leg
- You are using a Portable Oxygen Concentrator (POC)