

## **What to Find on an Airline's Website**

Accessibility assistance from the airline in the terminal

Cognitive disability and airport services

- Navigation or wayfinding assistance in the airport
  - Assistance communication
  - Assistance checking in
  - Assistance boarding, deplaning or connecting to another flight

Gate Passes

Wheelchair information

- Airline provided wheelchair
- Personal wheelchair
- Accessibility on the airplane
- Accessible seating

Additional resources for passengers with sensory disabilities e.g. blind, low vision, deaf or hard of hearing

Assistance with boarding, deplaning and connecting

Traveling with a safety assistant or caregiver

Accessibility assistance from the airline in flight

- Assistance with stowing and retrieving carry-on and assistive devices when this assistance is disability-related.
- Assistance with opening food and drink items, however we are unable to provide assistance with actual eating or drinking.
- Assistance to and from the entrance to the lavatory, including use of the on-board aisle chair upon request.
- Description of on-board lavatories
- NOTE: airline personnel will NOT provide the following:
  - Assistance within the lavatory or with elimination function at a customer seat
  - Assistance with actual eating and drinking

Air Travel with Assistive Devices (e.g. ventilators, respirators, CPAP machines)

Traveling with service animals

Airline elderly assistance policy