What to Find on an Airport's Website

Flight information and Airlines using this airport

Accessible parking

Accessible ground transportation

Wheelchairs and electric carts

Companion Care Restrooms /Accessible Restrooms and/or Restrooms with an Adult Changing Table

[Accessibility services, maps and contacts](#)
        This example from MSP airport includes hyperlinks and phone numbers for airline accessibility information and contacts.

Travelers Assistance programs

Making Prior Arrangements for Assistance at the Airport

Rehearsal trips at the airport to allow individuals to become familiar with the airport and airplane before a trip.

Hidden Disabilities Sunflower Lanyard Program, including where to obtain lanyards, if the airport participates

Security Screening Procedures, possibly including fast track/special access security screening

Accessibility Service Maps: indicating location of quiet spaces, sensory rooms, companion care restrooms, service animal relief areas, possibly showing a quiet path from terminal entrance through security to boarding gates

Accessibility for Deaf and Hard of Hearing - including visual paging system, video relay interpreting, closed captioning, emergency notifications, location(s) of hearing loop technology in the airport

Accessibility for Vision Impairment - including the use of apps such as [Aira](#), which is a service that connects blind and low-vision people to highly-trained, remotely located agents through an app on a phone.

Service animal/pet relief area locations

Availability of Paratransit Ground Transit

Lost and Found

Retail and Food Vendors