

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

- example from Minneapolis-St. Paul International Airport
<https://www.mspairport.com/airport/accessibility>
- example from Seattle-Tacoma International Airport
<https://www.portseattle.org/sea-tac/accessibility-at-sea-airport>

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