Planning Vacations and Hotel Accessibility

- SARTAC presents travel tips for people with disabilities.
- We describe many of the accessibility rules and laws.
- Watch short videos about dealing with challenges when flying.
- Learn how to ask for accommodations and file a complaint.

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Are You Taking a Trip? *Make a Plan!*

What is the goal of your trip? What do you want out of your trip?

Think about your physical and emotional needs. And what are the best ways you can meet those needs.

Make a list of who you need to talk to. Think about your trip from the beginning to end.

- How will I get to my destination? Car, bus, train, airplane, taxi
- How will I move from place to place once I arrive? Public transportation, family member or friend driving, taxi, Uber
- Where will I be staying? Hotel, Airbnb, family member or friend’s house, cruise ship
- What will I need where I stay? Accessible shower, wifi, etc

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General Travel Tips - Have a Support System

● It’s helpful to travel with a companion, someone who knows you and is good at supporting people with disabilities. They can check in with you if you get anxious or overwhelmed. It can be easier to get around new places and enjoy your trip without so much worry.

● If you travel alone, make arrangements for a supporter to be available so you can call if you need anything. Having a backup is important. Someone who understands your needs.

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General Tips When Flying

Packing: Security checks are tricky so plan ahead. Know the rules. No liquids in containers over 3.4 ounces. **You can only take 2 bags on a plane:**

- **1 medium suitcase** no larger than 22 inches long, 14 inches wide and 9 inches high including handles and wheels.
- **1 personal bag** no larger than 18 inches long, 14 inches wide and 8 inches high.

Organizing ahead of time, can relieve a lot of anxiety.

When things go wrong: Sometimes, mistakes happen and that’s okay. It’s a learning experience that helps us plan better. Relax and enjoy your trip.

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A Man Who Uses a Wheelchair Going through Security at an Airport

https://www.youtube.com/watch?v=mHo8BMAHx00&t=2s
If going through security is a problem for you, it helps to call TSA Cares. Call a day or so before you fly. Tell them about your disability and how they can help you go through security.

Call TSA Cares (855) 787-2227 to Request Assistance

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Another way is to get a TSA Notification Card. Basically it is a card you can hand the TSA security people and it gives them information about your disability. It is a more private way to let them know you have a disability. It is not just for people with physical disability. It can be used by autistic people and those with other intellectual disabilities. It could be used by an elder with dementia.
Tips to Reduce Missing Luggage

• Get to the airport early. Check your bags at least 1 hour before your flight leaves. Be early to make sure your suitcase gets put onto your plane.

• Another problem is tight connections. If you are taking 2 flights, you need time for your bag to get to your second plane. As a general rule, try to have 1 hour between flights. This gives time for your bag to successfully change flights with you.
Sensory Travel Tips

• Bring noise blocking earmuffs or ear defenders.
• Use a tablet with headphones to provide a distraction from over stimulating places.
• Bring fidgets to relieve stress.
• Check a restaurant's menus for food you like to eat. Reserve a table in a quiet place to ensure that you are comfortable when eating out.
• If you are flying, chew gum or candies to prevent your ears from popping during the flight.
• Exercising 20 minutes before long trip can help to release energy and reduce any anxiety you may have.
Hotels

- Call the hotel where you are staying. Do not use 800 numbers for central reservations.
- If you need an accessible room - Ask to talk to someone who is familiar with their accessible rooms *because they have been in them*.
- Ask for what you need: wider doors, lever door handles, space to get around in the room & bathroom, shower seat, grab bars, raised toilet, lower hanging space in closet
- Make sure you are *guaranteed* an accessible room; don’t just make a request. Print out your confirmation that says you have an accessible room with a roll in shower.

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Service Dogs on Airplanes

https://www.transportation.gov/individuals/aviation-consumer-protection/service-animals

- Under the rules, a service animal means a dog that is trained to help an person with a disability. Animals other than dogs, emotional support animals, comfort animals, companionship animals are not Service Animals.
- Airlines may ask you to fill out a form for your Service Dog. They may also ask what work or service the dog does for you, to make sure it's not just a pet.
Tips for Flying with a Service Dog

At the airport:
If your service dog needs to relieve itself, please ask an airport or airline professional for the location where the animal can go.

Onboard the aircraft:
Your service dog must be permitted to accompany you in the space under the seat in front of you.

Certain small service dogs may be permitted to sit on your lap.

Your service dog cannot block an aisle or access to an emergency exit.
Tips for Flying with a Service Dog

Onboard the aircraft (continued):

- An airline does not have to give you a seat with more space to make room for your service dog.
- Airlines cannot refuse to allow your service dog onboard because it makes other passengers or flight crew uncomfortable.
- Your service dog must behave properly (no barking or snarling, running around, and/or jumping onto other passengers).
- If you are traveling internationally, there may be other rules. The ADA is a law in the United States. It does not apply to other countries. So, check the rules before traveling internationally.
A Message from
U.S. Department of Transportation Secretary Buttigieg

https://www.youtube.com/watch?v=biH0qwUUr7M&t=1s
Got A Complaint?

A Complaint Resolution Officer is someone who knows a lot about helping people with disabilities when they fly. They can fix problems for the airline. If someone flying has a problem because of a disability, they can call a special free phone number, 1-800-778-4838, to get help. This number is for the Department of Transportation, which helps make sure everyone can fly comfortably.
Important to Know

Complaints do NOT have to be about broken Wheel Chairs.

They can be about any
disability-related problems

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If a U.S. Airline Damages your Wheelchair

The Airlines must pay 100% of the repair or replacement cost. They pay up to 100% of the original cost of your chair. They also must pay for loaner chair for as long as the repairs take.

If you do not want to wait for your chair to be fixed or replaced, you can ask them to pay you the money it would cost for repairs.

If an airline refuses to follow the rules file a complaint with the U.S. Department of Transportation. https://secure.dot.gov/air-travel-complaint

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