



U.S. Department
of Transportation



Airline Passengers with Disabilities **BILL OF RIGHTS**

July 2022





Airline Passengers with Disabilities **BILL OF RIGHTS**

This Bill of Rights describes the fundamental rights of air travelers with disabilities under the Air Carrier Access Act and its implementing regulation, 14 Code of Federal Regulations (CFR) Part 382.

The Bill of Rights consists of:

1. [The Right to Be Treated with Dignity and Respect.](#)
2. [The Right to Receive Information About Services and Aircraft Capabilities and Limitations.](#)
3. [The Right to Receive Information in an Accessible Format.](#)
4. [The Right to Accessible Airport Facilities.](#)
5. [The Right to Assistance at Airports.](#)
6. [The Right to Assistance on the Aircraft.](#)
7. [The Right to Travel with an Assistive Device or Service Animal.](#)
8. [The Right to Receive Seating Accommodations.](#)
9. [The Right to Accessible Aircraft Features.](#)
10. [The Right to Resolution of a Disability-Related Issue.](#)

Click on any of the rights above to be linked to an explanation of that right in this document.

The Bill of Rights does not expand or restrict the rights of air travelers with disabilities. Rather, it provides a convenient summary of existing law. Because the explanations in this document may not be as precise as the regulations themselves, the explanations link to the actual regulatory text for your reference.

More important information about the Bill of Rights, including how it applies to your trip, is on the [next page](#).

Important Information About the **BILL OF RIGHTS**

Does the Bill of Rights reflect current information?

- The Bill of Rights is a living document. DOT will update the Bill of Rights as regulations change.
- The latest Bill of Rights is available on DOT's Aviation Consumer Protection webpage, [here](#). DOT published this Bill of Rights in July 2022.

Does the Bill of Rights apply to me?

- The Bill of Rights applies to individuals with a disability which is defined in Part 382 as persons with a physical or mental impairment that permanently or temporarily impacts a major life activity such as walking, hearing, or breathing.

Does the Bill of Rights apply to my trip?

- The Bill of Rights applies to all flights of U.S. airlines, and to flights to or from the United States by foreign airlines.
- The obligation to comply with government safety and security laws is a general exception to airlines' obligations described in this Bill of Rights.
- Also, some airlines are approved by DOT to use an alternative method to comply with a regulation when it provides an equivalent level of accessibility or it meets the objective of Part 382.
 - These Equivalent Alternative Determinations and Conflict of Law Waivers are available [here](#).

Are airline contractors subject to the same obligations as airlines?

- Airlines must make sure their contractors that provide services to the public meet regulatory obligations. Airlines are legally responsible for the action or inaction of their contractors.



1. The Right to Be Treated with Dignity and Respect.

An airline, including its employees and contractors, may not discriminate against an individual with a disability because of his or her disability.

- For example, an airline may not refuse transportation or other services because of one's disability or resulting appearance or involuntary behavior.
- An airline cannot require air travelers with disabilities to accept special services or subject them to restrictions that do not apply to other passengers, except passengers with disabilities may need to check-in early, provide advanced notice or documentation, or preboard to receive certain disability-related services.
- Airline personnel who deal with the traveling public must be trained to be aware of passengers with disabilities' needs and how they can be accommodated safely and with dignity.
- Airline employees and contractors must receive refresher training at least once every three years. Complaint Resolution Officials (the airlines' experts in resolving disability-related issues) must receive refresher training annually.

Reference links (14 CFR): [Section 382.11 \(General Discrimination Prohibitions\)](#); [Section 382.19 \(Prohibition on Refusal to Transport\)](#); [Section 382.23 \(Medical Certificates\)](#); [Section 382.27 \(Advance Notice to Obtain Certain Services\)](#); [Section 382.33 \(Discriminatory Restrictions\)](#); [Section 382.141 \(Training of Airline Personnel and Contractors\)](#); [Section 382.143 \(Recurrent Training of CRO\)](#).



2. The Right to Receive Information About Services and Aircraft Capabilities and Limitations.

Airlines must provide air travelers with disabilities information upon request about the facilities and services available to them. The information must be specific to the aircraft scheduled for the flight, unless unfeasible (for example, an unpredictable aircraft substitution occurs).

The information airlines must provide includes:

- any aircraft-related, service-related, or other limitations on the ability to accommodate passengers with a disability, such as limitations on level-entry boarding (Airlines must provide this information to any passenger who states that he or she uses a wheelchair for boarding, even if he or she did not request the information.).
- any limitations on the availability of storage on the aircraft for assistive devices.
- the specific location of seats with movable aisle armrests.
- whether the aircraft has an accessible lavatory.
- the types of services that are not available on the flight.

Reference link (14 CFR): [Section 382.41 \(Advance Information\)](#).



3. The Right to Receive Information in an Accessible Format.

An airline's primary website must be accessible if the airline uses an aircraft with more than 60 seats. In addition, airlines must ensure that automated kiosks they install after December 2016 at U.S. airports with 10,000 or more enplanements per year are an accessible model, until 25% of kiosks at each airport location are the accessible model.

Passengers who identify as needing visual or hearing assistance must receive prompt access to the same trip information as other passengers at the gate, ticket area, customer service desk, and on the aircraft (so long as it does not interfere with airline employees' safety duties).

Airlines must train personnel to recognize requests for communication accommodation. The personnel must be trained to use the most common methods for communicating with individuals who are blind, deaf, or hard of hearing that are readily available, such as writing notes, for example. Personnel must also be trained to use established means for communicating with deaf-blind passengers when they are available, such as passing out Braille cards if available, reading an information sheet that a passenger provides, or communicating through an interpreter, for example.

Reference links (14 CFR): [Section 382.43 \(Website Accessibility\)](#); [Section 382.53 \(Information for Blind, Deaf, or Hard of Hearing at Airports\)](#); [Section 382.57 \(Kiosk Accessibility\)](#); [Section 382.119 \(Information for Blind, Deaf, or Hard of Hearing on Aircraft\)](#); [Section 382.141 \(Training of Airline Personnel and Contractors\)](#).



4. The Right to Accessible Airport Facilities.

Airlines and U.S. airport operators are both responsible for the accessibility of airport facilities. The Air Carrier Access (ACAA) and Department's implementing regulation in 14 CFR Part 382 cover airlines' obligations. Various other federal statutes and regulations apply to U.S. airport operators, for example, the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, and their implementing regulations. Airlines and airport operators have concurrent obligations to ensure accessibility of airport facilities.

This Bill of Rights describes the obligations of airlines under the ACAA. In general, airlines must ensure that terminal facilities that they own, lease, or control are readily accessible and usable by passengers with disabilities at U.S. airports, and readily usable at foreign airports. Airports are responsible for ensuring compliance of facilities that they own, operate, or lease to other parties, including airlines.

Airlines must ensure an accessible route between the gate and the aircraft boarding location. When level-entry boarding is not available, such as boarding via a jet bridge, airlines and U.S. airports must ensure ramps or mechanical lifts are available to service most flights.

Airlines, in cooperation with airport operators, must also provide service animal relief areas at the airport.

Reference links (14 CFR, unless otherwise noted): [Section 382.51 \(Accessibility of Airport Facilities\)](#); [Section 382.95 \(Assistance With Respect to Boarding and Deplaning\)](#); [Section 382.99 \(Agreements Between Airlines and Airports\)](#); [Section 382.101 \(Other Boarding and Deplaning Assistance\)](#); [28 CFR 35 \(Nondiscrimination on the Basis of Disability in State and Local Government Services\)](#); [49 CFR 27 \(Nondiscrimination on the Basis of Disability-Receipt of Federal Financial Assistance\)](#); [49 CFR 37 \(Transportation Services for Individuals with Disabilities\)](#).

