



Travel Resources

When you're ready to hit the road, the trails, the skies—or the high seas, get in the know first. View our disability-related travel resources in following categories (click on pertinent heading):

Table of Contents:

[General Travel Resources](#)

[Disability-Specific Travel Resources](#)

[Air Travel](#)

[Bus Travel](#)

[Parks and Trails, Accessible Camping, RVing, and Outdoor Adventures](#)

[Road Travel](#)

[Train Travel](#)

[Travel Agencies](#)

[Travel Insurance](#)

[Vacation Rentals](#)

General Travel Resources

Centers for Disease Control and Prevention – Travelers' Health

Services: information only

Description: The 'Travelers' Health' page provides information on diseases and vaccinations needed for travel to countries around the world.

Phone: 800-CDC-INFO (800-232-4636)

Website: <https://wwwnc.cdc.gov/travel>

U.S. Department of State – Traveler's Checklist

Services: information for traveling abroad only

Description: The Department of State's highest priority is to protect the lives and interests of U.S. citizens overseas. They do this by providing routine and emergency services to Americans at embassies and consulates throughout the world. The Department serves fellow citizens during their most important moments – births, deaths, disasters, arrests, and medical emergencies.

Phone: 888-407-4747

Website: <https://travel.state.gov/content/passports/en/go/checklist.html>



Disability-Specific Travel Resources

AbleData

Services: information and referrals for those with disabilities for all means of transportation

Description: AbleData provides objective information on assistive technology and rehabilitation equipment available from domestic and international sources to consumers, organizations, professionals, and caregivers within the United States. AbleData serves the nation's disability, rehabilitation, and senior communities.

Phone: 800-227-0216

Website: <http://www.abledata.com/>

Mobility International USA

Services: resource center for disability related questions about international study, work, volunteering, teaching or other cultural programs; also includes other disability travel related resources

Description: Mobility International USA is a disability-led non-profit organization working to advance the rights of people with disabilities globally. The organization strives to advance the rights of people with disabilities in society through infiltration, and to achieve equitable opportunities through inclusion.

Phone: 541-343-1284

Website: <http://www.miusa.org/>

Scootaround, Inc. – Personal Transportation Solutions

Services: scooter and wheelchair rentals for those traveling in North America

Description: Scootaround is the nation's leading mobility enhancement company providing scooter and wheelchair rentals in over 1,500 locations throughout North America. Customers can arrange rentals through a 7-day toll-free number or via a full-featured website. Scootaround's network of associates throughout North America meets the most diverse travel needs from conventions and business travel to vacations and cruises. Scootaround services have also extended to contracts with the major airlines in the servicing and repair of passenger mobility equipment that has been damaged in transit.

Phone: 888-441-7575

Website: <https://www.scootaround.com/mobility-rentals>

Society for Accessible Travel and Hospitality

Services: articles regarding traveling with disabilities; other information that may be helpful to travelers

Description: The Society for Accessible Travel & Hospitality (SATH) is an educational nonprofit membership organization whose mission is to raise awareness of the needs of all travelers with disabilities, remove physical and attitudinal barriers, and to free access and expand travel opportunities in the United States and abroad.

Phone: 212-447-7284

Website: <http://sath.org/>



Travelers Aid International

Phone: no number listed

Website: <http://www.travelersaid.org/contact-us/>

Eligibility: Serves travelers in 22 U.S. states, D.C., and Puerto Rico

Services: Travelers Aid International is a social welfare organization which serves persons who are stranded and in need of assistance. All Travelers Aid programs are locally administered, and rely on community support to provide services. If you are a stranded traveler in need, see the [online directory](#) to identify the Travelers Aid program where you are located. While each Travelers Aid program helps stranded travelers, others may also provide shelter, transitional housing, local transportation assistance and other programs to help people who encounter crises as they journey through life. Contact Travelers Aid for more information. If you are in a location that is not served by a Travelers Aid program, contact **2-1-1** (<http://www.211.org/>) for information and referral to similar services offered by other local organizations.

Air Travel

Share Your Air Travel Experience:

NOTICE: 2016 saw the 30th anniversary of the Air Carrier Access Act, a federal law that prohibits commercial airlines from discriminating against passengers with disabilities, and requires certain accommodations. The Society – along with other advocacy organizations – is pursuing ways to improve the air travel experience for people with disabilities.

Share your air travel experiences at airaccess30.org.

Accessible Air Travel: A Guide for People with Disabilities **published by the United Spinal Association**

Services: information for those traveling by plane with disabilities; more specifically details of the Air Carrier Access Act.

Description: United Spinal Association is the largest non-profit in the U.S. dedicated to helping people living with spinal cord injury/disease (SCI/D). United Spinal Association provides active-lifestyle information, peer support and advocacy that empower people with SCI/D to achieve their highest potential in all facets of life. United Spinal Association's diverse membership includes wheelchair users, veterans with disabilities and people living with multiple sclerosis (MS), amyotrophic lateral sclerosis (ALS), post-polio, spina bifida and other spinal cord disorders. It is vitally important for travelers with disabilities and their companions, travel agents, and others involved in air travel to know what to expect from the time an airline reservation is booked to the moment the flight touches down. This booklet provides people with disabilities with all the information they need to have a safe and enjoyable flight.

Phone: 800-404-2898

Website: <http://www.unitedspinal.org/pdf/2015-accessible-air-travel-brochure.pdf>



Disability and Business Technical Assistance Centers (DBTAC) – Southwest ADA Center

Services: information for those traveling by plane with disabilities; more specifically the details of the Air Carrier Access Act.

Description: This document ('An Overview of the Air Carrier Access Act') summarizes the new Air Carrier Access Act (ACAA) regulations that were changed to incorporate new requirements. Since the ACAA has been in effect 30 years, the regulations have been updated many times and have been the subject of frequent written and oral interpretations. In this time, air carriers have also dramatically changed the way they do business. The regulations were updated to incorporate these changes and interpretations, as well as reorganized and renumbered. The new regulations now address almost every accessibility issue that a passenger with a disability may face on board an aircraft and in an airport. The updated ACAA regulations became effective May 13, 2009.

Phone: 800-949-4232

Website: <http://www.southwestada.org/html/publications/ebulletins/legal/2009/may2009.pdf>

In addition, the Southwest ADA Center has published a **Disability Law Handbook** with information about the ADA, air travel for persons with disabilities and the Air Carrier Access Act. Using the below website, view the handbook online or request a printed copy by mail. For further questions about accessibility in terms of the ADA at airports, contact the ADA Center in your region.

Disability Law Handbook Website: <http://www.southwestada.org/html/publications/dlh/index.html>

(NOTE: Use the above link to view an online version or to place an order for a copy to be mailed to you.)

Locate Your Regional ADA Center: <http://adata.org/find-your-region>

Transportation Security Administration (TSA) – Travelers with Disabilities and Medical Conditions

Services: information and assistance regarding screenings and what to expect that are relevant to the passenger's specific disability or medical condition

Description: Help line/webpage to assist travelers with disabilities and medical conditions. TSA recommends that passengers call 72 hours ahead of travel for information about what to expect during screening. Travelers may call TSA prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. **TSA Cares** will serve as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances, or their loved ones who want to prepare for the screening process prior to flying.

Phone: Travelers may call toll free **TSA Cares** at 1-855-787-2227 (8:00 am-11:00 pm ET, Monday-Friday, and 9:00 am-8:00 pm ET on weekends and federal holidays) at least 72 hours prior to traveling with questions about the screening policies, procedures, and what to expect at security checkpoints.

Website: <https://www.tsa.gov/travel/special-procedures>



U.S. Department of Transportation – Aviation Consumer Protection and Enforcement – Phone Services for Air Travelers with Disabilities

Services: hotline, tips, publication on traveling by air

Description: The proper training and use of access equipment is a requirement of the [federal Air Carrier Access Act](#). Anyone who suspects they've been discriminated against due to their disabilities, by an airline or airline employee, should speak to the airline's on-site Complaint Resolution Officer or file a complaint with the airline and the U.S. Department of Transportation's Aviation Consumer Protection Division (ACPD).

Phone: Travelers may call the ACPD at 202-366-2220. Calls are returned Monday through Friday, 8:30 am to 5:00 pm ET. Complaints may also be submitted via the web.

Website (for travel tips): <https://www.transportation.gov/airconsumer/air-travel-tips>

Website (for air travel consumer protection publications):

<https://www.transportation.gov/airconsumer/travel-tips-publications>

Website (to file a consumer complaint): <https://www.transportation.gov/airconsumer/file-consumer-complaint>

The Aviation Consumer Protection Division also sponsors a hotline that provides general information to consumers about the rights of air travelers with disabilities, responds to requests for printed consumer information, and assists air travelers with time-sensitive disability-related issues that need to be addressed in 'real time'. Hours of operation are 9:00 a.m. to 5:00 p.m. ET, Monday through Friday, except federal holidays. Air travelers who would like DOT to investigate a complaint about a disability issue must submit the complaint in writing or via email. [Click here](#) for details.

Phone: 800-778-4838

Website: <https://www.transportation.gov/airconsumer/toll-free-hotline-air-travelers-disabilities>

U.S. Department of Transportation – Aviation Consumer Protection and Enforcement – Publication 'Information for the Air Traveler with a Disability'

Services: information/guide for the air travel with disability

Description: This guide is designed to offer travelers with disabilities a brief but authoritative source of information about the Air Carrier Access rules: the accommodations, facilities, and services that are now required to be available. It also describes features required by other regulations designed to make air travel more accessible. The guide is structured in much the same sequence as a passenger would plan for a trip: the circumstances he or she must consider prior to traveling, what will be encountered at the airport, and what to expect in the transitions from airport to airplane, on the plane, and then airplane to airport.

Phone: no number listed

Website: <https://www.transportation.gov/airconsumer/new-horizons-information-air-traveler-disability>



Bus Travel

Greyhound – Customers with Disabilities

Services: bus service throughout the U.S.

Description: Greyhound Lines, Inc. is the largest provider of inter-city bus transportation, servicing more than 3,800 destinations across North America with a modern, environmentally friendly fleet. It has become an American icon, providing safe, enjoyable and affordable travel to nearly 18 million passengers each year in the U.S. and Canada. Greyhound offers services to customers with disabilities, including help during boarding/de-boarding, assistance with luggage, and stowage/retrieval of wheeled mobility devices.

Phone: Contact the Greyhound Customers with Disabilities Travel Assistance Line at 800-752-4841

Website: <https://www.greyhound.com/en/help-and-info/travel-info/customers-with-disabilities>

Megabus.com – Customers with Disabilities

Services: bus service throughout the U.S.

Description: Megabus offers affordable, reliable express bus service from 'city center' to 'city center', for as low as \$1/one-way via the internet. Since launching in April 2006, Megabus has served more than 50 million customers throughout more than 120 major cities across North America. MegaBus's single and double decker busses offer free wi-fi, at-seat plug-ins, panoramic windows and a green alternative to travel by car. MegaBus's professional staff and its fleet of clean, comfortable, well-maintained wheelchair accessible, state-of-the-art double decker buses enable them to provide the dependable, quality service travelers expect.

Phone: 877-GO2-MEGA (877-462-6342)

Website: <https://us.megabus.com/passengers-with-disabilities.aspx>

Parks and Trails, Accessible Camping, RVing, and Outdoor Adventures

Americas Parks – StateParks.com

Services: information on state parks across the U.S.

Description: While the most familiar of America's parks are the State Parks and National Parks, America's parks operate under a variety of names including; state forests, natural areas, national forests, landmarks, monuments, historic or geologic or memorial sites, recreation trails, preserves, heritage parks, scenic rivers, and fishing piers, among others. StateParks.com collaborates with numerous government agencies, departments and bureaus to bring all of America's park resources together in one easy-to-find location.

Phone: no number listed

Website: <http://www.stateparks.com/>



Go RVing

Services: information and referrals for persons interested in recreational vehicle (RV) travel

Description: For more than a decade, Go RVing has spearheaded the recreational vehicle (RV) and campground industry's campaign to deliver world-class travel and vacation experiences to new and current RVers. Visit the site to find everything for your RV adventure incl. referrals to RV dealers, RV rental companies, RV manufacturers and campgrounds. Site also contains info to help you compare various RV models (incl. those for people with disabilities), learning where to go with an RV, and discovering what to do during RV travel.

Phone: no number listed

Website: <https://gorving.com/>

National Park Service – Accessibility

Services: information regarding National Parks and accessibility

Description: The National Park Service (NPS) is committed to making all practicable efforts to make NPS facilities, programs, services, information, employment, and meaningful work opportunities accessible and usable by all people. Information about the accessibility of facilities, programs, and services in each park can be found on the park's website, by selecting 'Plan Your Visit' in the site navigation.

Phone: no number listed

Website (accessible parks info): <https://www.nps.gov/aboutus/accessibility.htm>

Website (general search for national parks, search by park name or state):

<https://www.nps.gov/findapark/index.htm>

National Recreation Trails Database

Services: information on trails, such as length, surface, width, etc.

Description: National Recreation Trails (NRTs) provide for numerous outdoor recreation activities in a variety of urban, rural, and remote areas. Over 1,100 trails in all 50 states, available for public use and ranging from less than a mile to 485 miles in length, have been designated as NRTs on federal, state, municipal, and privately-owned lands.

Phone: 530-605-4395

Website: <http://www.americantrails.org/resources/statetrails/index.html>

U.S. Geological Survey – 'America the Beautiful', the National Parks and Federal Recreation Lands

Access Pass

Services: information on the Access Pass and application

Description: A free, lifetime pass-available to US citizens or permanent residents of the US that have been medically determined to have a permanent disability—which provides access to more than 2,000 recreation sites managed by five Federal agencies. At many sites, the Access Pass provides the pass owner a discount on expanded amenity fees (such as camping, swimming, boat launching, and guided tours). Access Passes may be issued to US citizens or permanent residents of any age that have been medically determined to have a permanent disability that severely limits 1 or more major life activities.

Phone: 888-275-8747

Website: <https://store.usgs.gov/pass/access.html>



Wilderness Inquiry

Services: trips to wilderness locations with integrated adventures including for those with physical limitations

Description: Wilderness Inquiry believes exploration of the natural world is a right we all share, and they act on that belief. Wilderness Inquiry operates in a manner that facilitates full participation by everyone, including people who come from different physical, cultural, or socio-economic backgrounds. Programs provide opportunities for urban youth, families, and people with disabilities to discover and share the many benefits of outdoor experiences.

Phone: 612-676-9400

Website: <https://www.wildernessinquiry.org/about-wilderness-inquiry/is-wilderness-inquiry-for-you/integrated-adventures-for-persons-with-disabilities/>

Road Travel

Accessible Vans of America, LLC

Services: nationwide wheelchair van rentals

Description: Accessible Vans of America (AVA) provides quality rental vans with handicap accessible features. The organization consists of a group of independent wheelchair van dealers who are all committed to improving the accessible transportation options for people requiring adaptive equipment for mobility. Offers daily, weekly, monthly and long-term rentals (more than 100 U.S. locations).

Phone: 866-224-1750

Website: <http://www.accessiblevans.com/index.php>

DMV.org – Drivers with Disabilities

Services: information regarding application for parking permits/licenses

Description: DMV.org has compiled the information needed to apply for a disabled or handicapped parking permit or license plate in one's state. Search listings by state to find out where and how to apply.

Phone: no number listed

Website: <http://www.dmv.org/disabled-drivers.php>

Other useful links:

- DMV office finder: <https://www.dmv.org/dmv-office-finder.php>
- Article regarding use of disability placards out-of-state: <http://www.dmv.org/articles/drivers-with-disabilities-traveling-out-of-state/>



Rental Car Companies

To inquire about renting a vehicle with hand controls or other accessibility features, it is recommended you contact local and national rental car companies for further information including prices and availability. Below are the disability-specific links for a variety of nationwide auto rental companies:

- [Alamo](#)
- [Avis](#)
- [Budget](#)
- [Dollar](#)
- [Enterprise](#)
- [Hertz](#)
- [National](#)

Wheelchair Getaways, Inc.

Services: accessible van rentals

Description: Wheelchair Getaways rents wheelchair and scooter accessible vans to persons in almost every city in the U.S. It offers 24-hour emergency assistance, a knowledgeable staff, and the adaptive features that make traveling safe and comfortable. Wheelchair Getaways offers daily, weekly, monthly and long-term rentals (more than 50 U.S. locations).

Phone: 800-642-2042

Website: <http://www.wheelchairgetaways.com/>

Train Travel

Amtrak – Accessible Travel Services

Services: information for Amtrak travelers with disabilities

Description: Amtrak's goal is to provide safe, efficient and comfortable service to all passengers. Amtrak provides additional services to passengers with disabilities.

Phone: 800-USA-RAIL (800-872-7245)

Website: <https://www.amtrak.com/accessible-travel-services>

Travel Agencies

Accessible Journeys

Services: travel planning/agent services for accessible travel

Description: Since 1985, Accessible Journeys has devoted itself to making the world more accessible for wheelchair travelers by creating exciting and rewarding wheelchair accessible travel programs around the globe. Each accessible lifestyle vacation is created to harmonize clients' abilities with the accessible resources necessary for slow walkers and wheelchair travelers to vacation in a barrier free environment.

Phone: 800-846-4537

Website: <http://www.accessiblejourneys.com/index.html>



DisabledTravelers.com

Services: information and links to businesses providing services for disabled travelers

Description: DisabledTravelers.com is a resource dedicated to accessible travel information. The site provides information on businesses from around the world that specialize in disability travel. The site also offers a comprehensive listing of accessible travel specialists in the following categories: Travel Agents, Tour Operators, Adventure Travel Companies, Accessible Cruise Specialists, Accessible Van & Equipment Rentals, Travel Companions, Home Exchanges, and Access Guides for wheelchair users and other disabled travelers.

Phone: 866-950-2200

Website: <http://www.executiveclastravelers.com/1/>

Flying Wheels Travel

Services: full service travel agency

Description: Flying Wheels Travel provides award winning travel experiences not only to people with disabilities but also to people with chronic illness and the mature traveler. Today, the Flying Wheels Travel team serves people nationwide by providing individual travel arrangements, customized escorted tours and group travel experiences to destinations all over the globe.

Phone: 877-451-5006

Website: <http://flyingwheelstravel.com/>

Travel for All – Tarita Davenock, Certified Special Needs Travel Advocate (based in Canada)

Services: travel planning/agent services for accessible travel

Description: Travel for All and its founder Tarita Davenock believe all travelers should have the opportunity to experience first-hand the wonders of the world, regardless of individual limitations. A part of the travel industry for more than 18 years, Ms. Davenock creates individualized travel plans for persons worldwide that meet each traveler's personal abilities, level of mobility and personal preferences. You choose when and where, and Travel for All will create what your mind envisions.

Phone: 888-993-9295

Website: <http://www.travelforall.ca/>

Travel Insurance

U.S. Department of State – Travel & Medical Insurance Resources

Services: information/resources for travel & medical insurance, for U.S. based and foreign travel

Description: The Department of State maintains a list of private organizations that offer travel insurance services for domestic and international travelers. The entities listed offer travel insurance to cover medical expenses, trip cancellation, lost luggage, and other losses incurred while traveling. NOTE: Listings appear for informational purposes only and in no way, constitutes an endorsement by the U.S.



Department of State.

Phone: Listings for travel insurance are not given over the phone. See website for these listings.

Website: <https://travel.state.gov/content/passports/en/go/health/insurance-providers.html>

Vacation Rentals

NOTE: *As accessibility features vary by property, we encourage those who consider using the below resources to use the filters in the search options to locate room type options, amenities, accessible features, etc., matching your specific needs. We also encourage you to confirm the features of the property with the host before booking.*

Airbnb

Services: free access to vacation rentals including homes, condos, villas, cabins, and beach houses

Description: Airbnb, based in San Francisco, is a community marketplace for people to list, discover, and book unique accommodations around the world – online or from a mobile phone or tablet. Airbnb connects people to unique travel experiences, at any price point, in more than 65,000 cities and 190 countries.

Phone: 855-424-7262

Website: <https://www.airbnb.com/>

HomeAway, Inc.

Services: free access to vacation rentals including homes, condos, villas, cabins, and beach houses

Description: HomeAway, Inc. based in Austin, Texas, is an online marketplace for the vacation rental industry, with sites representing more than two million paid listings of vacation rental homes in 190 countries. Through HomeAway, owners and property managers offer an extensive selection of vacation homes that provide travelers with memorable experiences.

Phone: 877-228-3145

HomeAway Website: <https://www.homeaway.com/>

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The National Multiple Sclerosis Society is proud to be a source of information on multiple sclerosis related topics. The information provided is based on professional advice, published experience, and expert opinion, but does not constitute medical or legal advice. For specific medical advice, consult a qualified physician. For specific legal advice, consult a qualified attorney.