Travel Resources

When you're ready to hit the road, the trails—or the high seas, get in the know first. These sites and resources are geared towards travelers with disabilities.

General Travel Resources

ABLEDATA – Travel Resource Center

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. Also hosts a "Travel Information Center" page.
Phone: 800-227-0216
Website: www.abledata.com/abledata.cfm?pageid=113573&top=16052&ksectionid=193266

Centers for Disease Control and Prevention

Their "Travelers' Health" page provides information on diseases and vaccinations needed for travel to every country, and many more resources for travelers with special needs.
Phone: 800-CDC-INFO (800-232-4636)
Website: www.cdc.gov/travel

Disability.gov— Online Resources for People with Disabilities

An online federal government travel resource for people with disabilities. See especially the "Quick Links" to the right of the page.
Website: https://www.disability.gov/transportation

Global Access Disabled Travel Network

Excellent international travel resource provides facts on accessibility and laws in various countries. First-time travelers with disabilities will appreciate the "Trip Planning" page.
Website: www.globalaccessnews.com

Scootaround, Inc.

Scooter and wheelchair rentals in 1,500 North American destinations.
Phone: 888-441-7575
Website: www.scootaround.com

Air Travel

Accessible Air Travel: A Guide for People with Disabilities from the United Spinal Association

This helpful booklet informs individuals with disabilities of their rights as passengers on commercial airlines and how to adequately prepare to ensure their air travel experience is enjoyable. It also provides valuable insight on a multitude of air carrier procedures, such as information about requirements for foreign airlines, what to expect in terms of equipment liability, how to file a complaint, and airport screening requirements.
Website: http://www.unitedspinal.org/disability-publications-resources/disability-publications/

Transportation Security Administration (TSA)

Their "Travelers with Disabilities and Medical Conditions" page offers screening process tips, as well as guidance on screening for medications, assistive devices, mobility aids, and service animals.
Website: http://www.tsa.gov/travelers/airtravel/disabilityandmedicalneeds/index.shtm

Transportation Security Administration (TSA) TSA Cares Toll-Free Helpline for Travelers with Disabilities & Medical Conditions

TSA sponsors a helpline to assist travelers with disabilities and medical conditions in preparing for the screening process prior to flying. Travelers may call **TSA Cares** at 1-855-787-2227 (8:00 am-11:00 pm ET, Monday-Friday, and 9:00am-8:00pm 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. Travelers who are deaf or hard of hearing can use a relay service to contact TSA Cares or can e-mail TSA-ContactCenter@dhs.gov.

U.S. Department of Transportation – Aviation Consumer Protection Division

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). Travelers may call the ACPD at 202-366-2220 (TTY 202-366-0511). Calls are returned Monday through Friday, from 7:30 am to 5:00 pm ET. Complaints may also be submitted via the web.
Website (to file a consumer complaint): http://airconsumer.ost.dot.gov/problems.htm
Website (for travel tips and publications): http://airconsumer.ost.dot.gov/pubs.htm

U.S. Department of Transportation – Aviation Consumer Protection Division Toll-Free Hotline for Air Travelers with Disabilities

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; (TTY 800-455-9880)
Website: http://airconsumer.ost.dot.gov/hotline.htm

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

The DBTAC Southwest ADA Center is the Southwest's leading resource on the Americans with Disabilities Act and related disability rights laws. It is one of ten regional DBTACs funded by the National Institute on Disability and Rehabilitation Research (NIDRR). The site contains information on the Air Carrier Access Act (Air Travel).
Phone: 800-949-4232
Website: http://www.ilru.org/dlrp/html/topical/aircarrier/index.html

Road

Rental Car Companies

To inquire about renting a vehicle with hand controls or other accessibility features, it is recommended that you contact local and national rental car companies for further information including prices and availability.

Wheelchair Getaways, Inc.

Provides wheelchair accessible van rentals for people with disabilities throughout the U.S. Offers daily, weekly, monthly and long-term rentals.
Phone: 800-642-2042
Website: http://www.wheelchairgetaways.com/locations.htm

Train

Amtrak

Information on reservations, accessible coaches and sleeping accommodations, and boarding for travelers with disabilities.
Phone: 800-USA-RAIL (800-872-7245); (TTY 800-523-6590)
Website: http://tickets.amtrak.com/itd/amtrak/ada

Travel Agencies

Accessible Journeys

Provides accessible travel planning services to destinations around the globe.
Phone: 800-846-4537
Website: http://www.accessiblejourneys.com/sitemap.htm

DisabledTravelers.com

Provides accessible travel information and referrals to businesses specializing in disability travel throughout the world.
Website: http://www.disabledtravelers.com/

Parks and Trails, Accessible Camping, and Outdoor Adventures

Access Pass (formerly Golden Access Passport)

A free lifetime entrance permit to more than 2,000 recreation sites managed by five Federal Agencies, including federal parks, monuments and recreation areas charging entrance fees. The pass may also provide discounts on camping fees & some guided tours for the pass holder only. Note that it does not provide a discount at concession facilities nor does it cover "user" fees, such as the cost of cave tours. The Access Pass is issued to United States citizens or permanent residents of any age that have been medically determined to have a permanent disability that severely limits one or more major life activities.
Website: http://store.usgs.gov/pass/access.html

Handicapped Travel Club, Inc.

The Handicapped Travel Club, Inc. was formed in 1973 to encourage traveling for people with a wide range of disabilities. The HTC encourages people with disabilities and their families to travel, to meet and to share information on making recreational vehicles accessible for the disabled. There is a membership fee.
Phone: 305-230-0687
Website: www.handicappedtravelclub.com

National Park Service

The National Park Service's website showcases trails, activities, and other features that are accessible at units of the National Park System nationwide. The information presented is a sampling of the accessible facilities and programs available to visitors throughout the National Park System.
Website (accessible parks info): http://www.nps.gov/pub_aff/access/
Website (general search for national parks, listed by state): http://www.nps.gov/findapark/index.htm

National Recreation Trails

The National Recreation Trails online database includes accessibility information, such as surface, grade width, etc. It is searchable by trail name, state, county, and use.
Website: http://www.americantrails.org/NRTDatabase/

State Parks

Click on individual state name to find your state's parks.
Website: http://www.stateparks.com/index.html#findPark

Wilderness Inquiry

Wilderness Inquiry is a non-profit organization that helps people from all walks of life experience the natural world. Their mission is to make adventure travel accessible to everyone, regardless of age, ability, or background.
Phone: 800-728-0719
Website: www.wildernessinquiry.org

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