



www.seniorsafetyadvice.com

Accessible Air Travel Checklist for Seniors With Limited Mobility

Your rights and steps to take under the Air Carrier Access Act (ACAA)

Before Your Flight

- **Research your airline's disability policies** on their website or call customer service.
 - **Notify the airline** of your disability and specific needs (boarding help, mobility assistance, seating, etc.).
 - **Reconfirm your requests at least 48 hours before departure.**
 - **Prepare your mobility device** (wheelchair, scooter, etc.):
 - Remove loose parts
 - Label with your name and address
 - Provide assembly/disassembly instructions
 - **Pack medications and medical equipment** in your **carry-on**, not checked luggage.
 - **Contact TSA Cares** ahead of time if you need support during security screening.
-

At the Airport

- **Confirm assistance requests at check-in.**
- **Tag your mobility device** for planeside return, if applicable.
- **Request help navigating the airport** (terminals, connections, etc.).
- **Use preboarding** if you need extra time to board.
- **Prepare for TSA screening:**
 - Use a **TSA Notification Card** or inform them of your condition.
 - TSA officers must accommodate your needs.
- **Inspect your mobility equipment after landing.**
 - Report any damage **immediately** to airline staff.

During the Flight

- **Ask for a special safety briefing** if needed.
 - **Request seating accommodations** (movable armrests, more legroom, companion seating, etc.).
 - **Use in-flight assistance:**
 - Help with boarding and deplaning
 - Moving to/from seat
 - Using on-board wheelchair
 - Storing/retrieving carry-ons
 - **Travel with your service animal** (allowed with some exceptions).
-

After Your Flight

- **Report any problems or discrimination** to the airline's **Complaint Resolution Official (CRO)**.
 - If not satisfied, **file a complaint** with the **U.S. Department of Transportation (DOT)**.
-

Know Your Key Rights Under the ACAA

- **Dignity and respect** – No discrimination based on disability.
 - **Accessible airport facilities** controlled by airlines.
 - **Assistance with boarding, deplaning, and in-flight support.**
 - **Travel with mobility devices and service animals.**
 - **Access to specific seating accommodations.**
 - **Accessible aircraft features**, like movable armrests and (if applicable) lavatories.
 - **Immediate help from a CRO** for disability-related concerns.
-