

# BOOKING TRAVEL

Before booking anything, the most important decision travelers have to make is picking the destination! In addition to building a personalized DME checklist, PwDs should also consider their mobility needs with respect to the built environment of their destination of choice. While we encourage all PwDs to think big and to believe anything is possible, we know that traveling with a wheelchair requires extensive background research and a healthy dose of realism.

If traveling to another state, let alone another country is still overwhelming, use this travel guide to plan a local community outing or even a staycation. Those with SCI who are interested in getting back out to their communities can use the tips within this guide to accomplish even day-to-day tasks.

The booking process itself can present many challenges to PwDs. While online booking for transportation, hotels, and attractions have progressively improved since the passing of the ADA, consistencies across brands and platforms remain to be seen (Zuziak, Oboudiyat, Tamayo, 2019). International travel will require more research and patience, as laws for those with disabilities vary from country to country. No matter the destination or mode of transportation, it is important to review policies regarding passengers with disabilities. The majority of travel companies have a dedicated website and/or help line specifically for PwDs.

Because of the vastness of the travel industry, the information we present here is not meant to be exhaustive, and will primarily focus on US-based companies. We will, however, still provide some basic information to help travelers maneuver international travel.

Booking travel starts with good research. The following websites are excellent starting points to find tips regarding domestic and international wheelchair travel:

- Wheelchair Travel (international): <https://wheelchairtravel.org>
- Sage Traveling (Europe): <https://www.sagetraveling.com>
- Curb Free with Cory Lee (international): <https://www.curbfreewithcorylee.com>
- Wheelchair Jimmy (international): <https://wheelchairjimmy.com>

Many of these websites are run by PwDs in wheelchairs who provide their expertise on travel. They have great recommendations on how to maneuver public transportation, choose the right hotels, and navigate tourist attractions. In some cases, they also offer travel tours for PwDs to remove the headache of dealing with the difficulties of planning an accessible vacation.

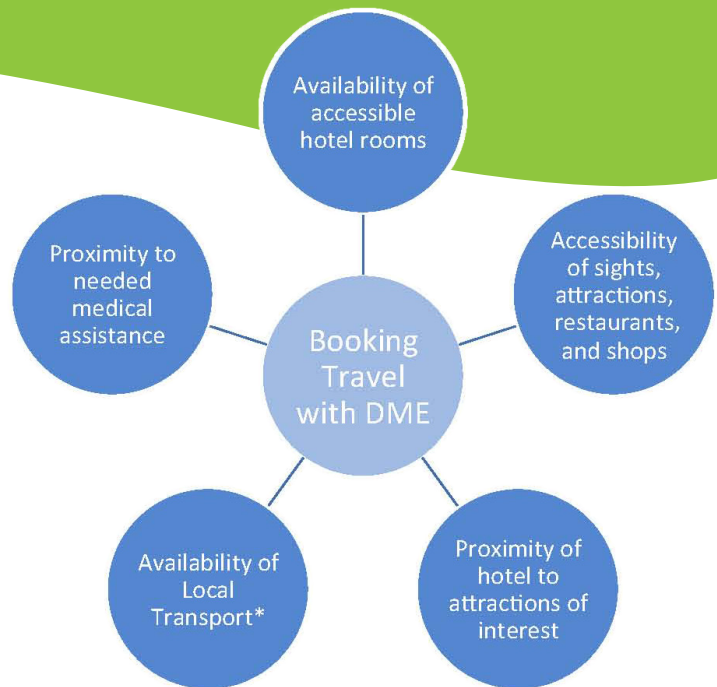


Figure 2: Booking travel with DME

\*Availability of local transport includes accessible public transport vs. special WC taxis vs. companies to arrange for private transport.

## HOTELS

Hotel selection is perhaps one of the most important decisions to make while traveling. While travel websites like hotels.com, orbitz.com, hotwire.com, expedia.com, and booking.com have made it easier to book rooms with accessibility features, there is no industry standard for what accessible features are reported (Zuziak, Oboudiyat, Tamayo, 2019). Procuring an accessible room is also not always a guarantee. That said, these travel search engines are a good start. Below are some examples of the accessibility features that are featured on various travel search engines.

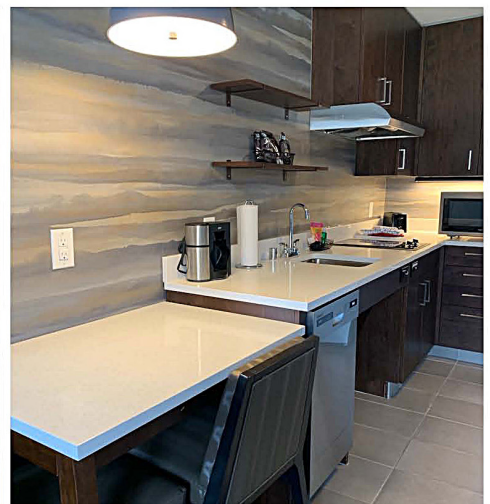
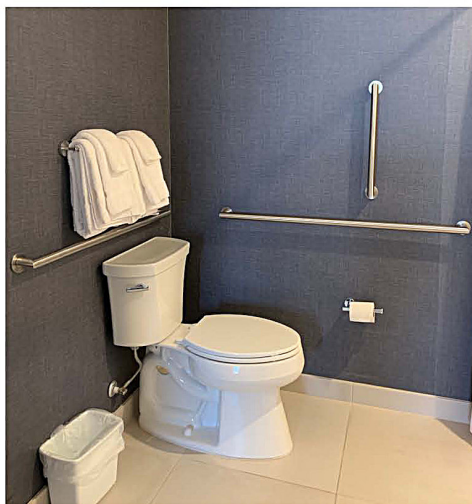
Travel Search Engine	Accessible Features and How to Find Them
Travelocity Orbitz Expedia Hotels.com	"Accessibility" on Left Screen Menu: Elevator Accessible bathroom Roll in shower In-room accessibility Service animals allowed Stair-free path to entrance Sign language capable staff
Trivago	Apply "Wheelchair Accessible" Filter Hotel accessibility information is listed under the hotel profile. Click on "Info" then "Amenities."
Hotels.com	"Property Accessibility" on Left Screen Menu: Wheelchair accessible Toilet with grab rails Raised toilet Lowered sink Bathroom emergency cord Visual aids (Braille / tactile signs) Auditory guidance  "Room Accessibility" on Left screen Menu: Entire unit located on ground floor Upper floors accessible by elevator Entire unit wheelchair accessible Toilet with grab rails Adapted bath Roll-in shower Walk-in shower Raised toilet Lower sink Emergency cord in bathroom Shower chair

Travel Search Engine	Accessibility Features as Options
Kayak.com	<p>“Amenities” on Left Screen Menu and apply “Increased accessibility”</p> <p>Hotel accessibility information is listed under the hotel profile.</p> <p>Click on “Amenities” to see “Accessibility and suitability.”</p>
Hotwire	<p>Amenities Menu:</p> <ul style="list-style-type: none"> <li>Wheelchair accessible</li> <li>Roll in shower</li> <li>In-room accessibility</li> <li>Accessible path of travel</li> <li>Accessible parking</li> <li>Accessible for visually impaired</li> <li>Accessible for hearing impaired</li> <li>Accessible bathroom</li> </ul>

Table 8: Travel search engines and accessibility features (Tamayo, 2021)

Keep in mind that while the US has the ADA to help standardize these features, the consistency of what those features look like across domestic hotel brands may be very different. Travelers to international destinations should be aware that the definition of an accessible room may vary from country to country. For example, narrow doorways may be more commonplace in some regions, and roll in showers may not be available in others. In either case, the room may be described as “accessible.” On the other hand, some rooms go above and beyond, and include a trapeze or ceiling lift in the room.

We recommend directly contacting the hotel and describing one’s accessibility needs. Ask about the room and bathroom but also the general property. This is where having the measurements of equipment and of the space needed are important in advocating for one’s care. Keep in mind that many reservationists may still not know what is available at the hotel or if the room is truly accessible. We also recommend speaking directly to the hotel manager or communicating by email to get everything in writing. Follow up with the hotel at least 24-48 hours prior to arrival to ensure that the accessible room and any possible equipment needed are not only available but also reserved.



Examples of an accessible room at the Residence Inn, Marriott, Brookfield, Wisconsin, USA.

In addition to the accessibility features discussed above, some hotels will have durable medical equipment available onsite as aforementioned (e.g. bed rails, bed wedges, recliner chair, shower chair, commodes). We recommend looking into this option if travelers do not want to bring their own DME. The hotel concierge may also be able to provide information on rental equipment in the area.

Below are some questions to guide travelers in booking their hotel.

## HOTEL QUESTIONS

### General Questions

- Are the entrances accessible with ramps?
- Do you have adequate wheelchair parking? Are there curbs in the parking lot?
- What are the door dimensions?
- Do you have adequate space for maneuvering my wheelchair?
- Do you have elevators? Can they accommodate my wheelchair?
- Do you have wheelchair seating?
- Is your gym accessible?
- Is your swimming pool accessible with an available lift?
- Is your business center accessible?
- Is DME equipment available to rent on site or in the area? Will you be able to provide that information upon arrival or help with reserving equipment?
- Do you allow service dogs?

### Hotel Room

- Will there be an accessible room available for me?
- Are the doors easily operated? What kind of handle do they have? Are there mechanical doors?
- What are the dimensions of the room door?
- What are the dimensions of the room?
- Is there enough space in the room for me to maneuver my wheelchair?
- How much space is between the bed and the wall?
- What is the height of the bed from the floor?
- Can the bed be raised / lowered?

### Bathroom

- What are the dimensions of the bathroom?
- Is there space for my wheelchair to fit under the sink?
- What type of shower is there? Is there a roll in shower available? Does the shower have a seat / bench / grab bar?
- Is the bathroom equipped with grab bars?





Closet set up at the Residence Inn, Brookfield, Wisconsin, USA.



Pool lift, St. Regis Bahia Beach Resort, Puerto Rico.



Large sitting area, Colton House Hotel, Austin, Texas, USA.

## TRANSPORTATION

Once the destination has been chosen, travelers should consider the various modes of transportation to and from, as well as around and within their destinations of choice. First time travelers may want to choose to stay in major cities where there may be more accessible options for transportation compared to rural areas. Some challenges that travelers will need to navigate include but are not limited to the following:

- Inaccessible routes to and from stations
- Inaccessible stations including broken / inoperable wheelchair lifts / elevators
- False claims of inoperable lifts or ramps to avoid boarding a person with a disability
- Lack of knowledge from transportation staff on how to assist PwDs – ranging from providing information to physical assistance
- Lack of communication between departure and arrival stations that a PwD may need assistance

For long distance bus and train travel, ensure that both arrival and departure stations are aware if assistance is needed with a personal wheelchair. We also recommend going to the station one to two days before travel. Speak directly to a customer service representative to ensure that lifts and ramps are operational, and that staff know how to operate them.

For novice travelers and their travel companions, asking the right questions to booking agents can be the difference between a horrible and a great trip. The following questions can give travelers an idea of how to advocate for themselves when booking transportation and can be generally applied for air, bus, train and car travel.

## GENERAL TRANSPORTATION QUESTIONS

### Restrictions

- Are there restrictions or extra fees associated with durable medical equipment (wheelchair weight / height / type of battery)?
- Do you allow service dogs?

### Security

- Are there specific security protocols for wheelchair users / mobility impaired?
- What DME am I allowed to bring through the security checkpoint? Will they need to be disassembled or be manually inspected?

### Check In / Baggage Retrieval

- What is the process of checking in my wheelchair? Is it necessary to check in my wheelchair?
- What is the process of retrieving my wheelchair?
- If my wheelchair needs to be checked in, how can I secure an aisle seat with a removable arm rest?

### Assistance

- What assistance is available for wheelchair users?
  - Check in
  - Security
  - Boarding
  - Baggage Claim
  - DME Retrieval / DME storage
- What are the company's policies for ensuring safety of my equipment?
- What are the policies if the wheelchair is damaged / lost?
- Will the crew help me get into my seat?

### Boarding / Deplaning

- What is the boarding / deplaning protocol for wheelchair users?
- Do wheelchair users board / deplane first or last?

### Seating

- Am I able to sit in my wheelchair during travel?
  - If not, are there special seating assignments or spaces available?
  - If I can, what safety measures are available to ensure I am safe in my wheelchair? For example, do you have harnesses / straps / tie downs to secure my wheelchair in those areas?

Remember to book as early as possible, and make sure to reconfirm reservations at least 24-48 hours in advance!

## Public Transportation

Because public transportation is so varied domestically and internationally, we will not cover it extensively. In the United States, we are afforded minimum requirements of accessibility through Title II of the ADA including:

- Barriers on platforms to prevent wheelchairs from rolling off
- Sturdy and large handrails
- Ramps and bridge plates
- Lift equipment for loading wheelchairs
- Priority seating for disabled
- Proper, clear doorways, and pathways in subways
- Adequate lighting on ramps and in doorways

However compliance to the law is inconsistent from city to city. To navigate some of the challenges previously outlined, here are some things to consider when using public transportation:

- We recommend choosing a hotel as close to the sites and attractions of interest to reduce any headaches associated with public transportation.
- If taking public transportation is necessary, plan routes carefully and add extra travel time to account for any obstacles encountered.
- If taking the subway, check to see if the stops accommodate wheelchairs and if the elevators work.
- Ask about discounted tickets!
- Have a back up plan. Though it can be expensive, consider wheelchair accessible taxis to get to the destination of choice.

## PUBLIC TRANSPORTATION QUESTIONS

### Public Transportation Questions (Bus / Trains)

- What are public transport options in the area (subway, bus, etc.) that are equipped for wheelchair users?
- What is the price for public transport? Are there special accommodations / discounts for wheelchair users and their companions?
- Are all buses / subway stops equipped with a wheelchair lift / elevator?
  - If not, is there a brochure / map that provides which particular buses / subway stops have a wheelchair lift / elevator?
- Does the wheelchair lift have a weight limit?
- Is there reserved seating for wheelchair users?
- What safety measures are available to ensure I am safe in my wheelchair? For example, do you have harnesses / straps / tie downs to secure my wheelchair in those areas?

## Air Travel

Of all the modes of transportation, air travel may pose some of the biggest challenges for PwDs. Before booking, remember to:

- Review the rights provided by the Air Carrier Access Act.
- Review airlines' specific policies regarding disability services.
- Know the policies of airlines operating outside the US as they are not subject to the ACAA or the ADA.

Most airlines will have a hotline for those with special needs, where PwDs can advocate for their needs. If travelers choose to book tickets on their own, remember that the airline should be made aware at least 24 hours in advance if traveling with a power or manual wheelchair to ensure accessibility needs are met. Here are some other air travel tips and questions to consider:

### AIRLINE TRAVEL TIPS / QUESTIONS

#### Wheelchair Tips / Questions

- Can my wheelchair be disassembled or collapsed?
  - Most airplanes have a closet that can accommodate a collapsed wheelchair. Request in-cabin storage to protect wheelchairs / assistive devices from damage if able.
- Does the airline have size restrictions? Does your wheelchair fit within those size restrictions?
- Request in cabin storage to protect your wheelchair from damage
- If my wheelchair is checked in can it be brought to me during a layover?

#### Travel Day Tips

- The airlines have codes for requesting special assistance on the travelers ticket. The following website has more information on special service request codes: <https://wheelchairtravel.org/air-travel/special-service-request-codes/>. Check that boarding tickets have the right codes.
- Remember to leave AMPLE time if connecting to another flight (give at least 90 minutes between flights).
- Confirm there will be assistance with transfers and connecting flights.

#### Airplane Seating

- Choosing the right seat can mean the difference between a comfortable flight or an unbearable flight. Check the following websites for detailed seat maps with ratings and in-depth comments: <https://seatexpert.com> or <https://seatguru.com>
  - Pick the seat that will best suit the traveler's needs.
  - Remember to ask about removable armrests for easier transfers.
  - Ask if there are available leg supports especially for longer flights.
- Use the wheelchair cushion for comfort and skin protection.

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## In Flight Bathroom

- Per the ADA, wide body aircrafts are required to have an accessible toilet. Some narrow body aircrafts may have one but there is no guarantee. Ask details about the bathroom accommodations.
  - How accessible is the bathroom?
  - Is there an in flight wheelchair to get me to the bathroom?
- Prior to flying, check the flight details to determine if the flight does not have an accessible bathroom. If it does not, make other arrangements, and consider catheterizing prior to boarding or utilizing a thigh / leg bag.

## Airline Information

Here we provide booking and other information regarding some of the most utilized airlines domestically and internationally according to the International Air Transport Association (IATA, 2019).

Airline	Booking Information	Restrictions and Other Notable Information
<b>American Airlines</b>	Tickets by phone: 1-800-433-7300  For online booking: <a href="https://www.aa.com">https://www.aa.com</a>	<ul style="list-style-type: none"> <li>• When booking on <a href="http://aa.com">aa.com</a> choose “special assistance required” when filling out passenger details to:               <ul style="list-style-type: none"> <li>• Request wheelchair service.</li> <li>• Request individual assistance if you have a hearing, vision, cognitive or developmental disability.</li> <li>• Inform the airline if traveling with an emotional support animal (notice is required within 48 hours of your flight).</li> </ul> </li> <li>• Travelers can also fill out a Disability Assistance Request online.</li> <li>• Doors to the wheelchair storage area are 25” (60cm) x 40” (101cm). If the device is larger than this, contact reservations.</li> </ul>
<b>Delta Airlines</b>	Tickets by phone: 1-404-209-3434  For online booking: <a href="https://www.delta.com">https://www.delta.com</a>	<ul style="list-style-type: none"> <li>• To request assistance, visit the website <a href="https://www.delta.com/mytrips/">https://www.delta.com/mytrips/</a> or complete an online Accessible Service Request form within 7 days of departure.</li> <li>• If traveling with a personal wheelchair, fill out the Wheelchair Handling Form.</li> <li>• To stow wheelchairs, it should be less than 13”(33cm) x 36”(91cm) x 42”(106cm).</li> </ul>

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Airline	Booking Information	Restrictions and Other Notable Information
<p><b>Southwest Airlines</b></p>	<p>Tickets by phone: 1-800-435-9792</p> <p>For online booking: <a href="https://www.southwest.com">https://www.southwest.com</a></p>	<ul style="list-style-type: none"> <li>• When booking, use the Special Assistance link on the Passenger &amp; Payment Info page and indicate what equipment will be brought on board.</li> <li>• Travelers may also call to advise the airline of any disability related travel needs if reservations have already been made.</li> <li>• In-cabin stowage allows at least one standard-size, adult, collapsible wheelchair.</li> <li>• Power wheelchair users may be transferred to an airport wheelchair up to an hour prior to departure while their wheelchair is stowed in the cargo. Southwest does request access to the wheelchair battery to determine if it is approved for transport.</li> <li>• We recommend completing the Wheelchair / Scooter Information Form to help serve as a guide for employees handling the assistive device.</li> </ul>
<p><b>United Airlines</b></p>	<p>Tickets by phone: 1-800-228-2744</p> <p>For online booking: <a href="https://www.united.com">https://www.united.com</a></p>	<ul style="list-style-type: none"> <li>• Additional assistance can be requested when booking on <a href="http://united.com">united.com</a> or via phone.</li> <li>• For questions or general information regarding special travel needs, fill out the Special travel needs contact information form or email <a href="mailto:uaaeromed@united.com">uaaeromed@united.com</a>.</li> <li>• 48 hours advance notice is required if traveling with a powered wheelchair on an aircraft of 60 seats or less.</li> <li>• All of United's aircrafts have adequate space to accommodate at least one adult-sized, foldable wheelchair in the main cabin.</li> </ul>
<p><b>Ryanair</b></p>	<p>Tickets by phone: + 44 871 500 5050</p> <p><i>Contact Centre will incur higher fees if the booking / change could have been made online. Call to make arrangements for necessary assistance in advance.</i></p> <p>For online booking: <a href="https://www.ryanair.com">https://www.ryanair.com</a></p>	<ul style="list-style-type: none"> <li>• Requires physician's letter confirming medical equipment requirements for carriage free of charge.</li> <li>• Wheelchairs or mobility scooters weighing more than 150kg (330lbs) require pre-authorization.</li> <li>• If traveling with an electric assistive device, complete the Electric Mobility Device Loading Form.</li> <li>• There is an onboard aisle wheelchair on each Ryanair aircraft.</li> </ul>

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Airline	Booking Information	Restrictions and Other Notable Information
<b>Emirates</b>	Tickets by phone: 1-800-777-3999  For online booking: <a href="https://www.emirates.com">https://www.emirates.com</a>	<ul style="list-style-type: none"> <li>• A physician should complete the Medical Information Form (MEDIF) prior to departure.</li> <li>• Review the size and weight restrictions of assistive device(s) with an airline representative or booking agent.</li> <li>• Storage for one passenger’s collapsible, manual wheelchair in the aircraft cabin on a first-come, first-serve basis is available.</li> </ul>
<b>Lufthansa</b>	For online booking: <a href="https://www.lufthansa.com">https://www.lufthansa.com</a>  *Call Lufthansa 48 hours prior to departure to arrange wheelchair service / assistance at the following number: 1-800-645-3880.	<ul style="list-style-type: none"> <li>• Register assistance requirements by phone or online at the Lufthansa Service Center at least 48 hours prior to departure.</li> <li>• Lufthansa also allows travelers to register their needs via an online form under Customer Services &gt; Feedback &gt; Register Special Needs.</li> </ul>
<b>Air France</b>	For online booking: <a href="https://www.airfrance.us/">https://www.airfrance.us/</a>  *A Saphir agent will call to provide assistance for wheelchair travel	<ul style="list-style-type: none"> <li>• For more information, Air France has a “Reduced Mobility and other Disabilities” Section under Information &gt; Preparing Your Trip on their website.</li> <li>• Please make request(s) for assistance at least 48 hours prior to departure - this can be managed on the “Your disability” section of the website.</li> <li>• If the dimensions of a folded wheelchair do not exceed 10”(27cm) x 37”(94cm) x 35”(90cm), it may be kept in the cabin.</li> </ul>

Table 9: Major airline booking information and important travel information

## Things to Know on Travel Day

In addition to pre-flight preparations, there are important things to know for travel day via airplane. Here are some tips to keep in mind:

1. Arrive at the airport at least two and half hours prior to flight time.
2. Request a supervisory TSA officer or passenger support specialist to assist throughout the airport experience. Travelers can request to stay in their own personal wheelchair until the gate. Be aware that policies may differ internationally.
3. Prior to checking one’s wheelchair at the gate, remove everything that is not firmly attached (seat cushions, cupholders, foot and armrests, side guards, bags, tray tables, oxygen attachments) and put these items in a bag or backpack. They can be brought inside the cabin. Use the wheelchair cushion during the flight to help maintain skin integrity.
4. Passengers do not need to get out of their wheelchair when passing through a TSA security checkpoint. If unable to walk through the metal detector, travelers in wheelchairs will be screened by way of a pat-down from an officer of the same gender. Passengers should inform an officer before the patdown begins of any

difficulties raising his / her arms or any areas of the body that are painful when touched. PwDs should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

5. Security will inspect personal wheelchairs and scooters including seat cushions, non-removable pouches or fanny packs and may also test them for traces of explosives. Any removable pouches will be required to undergo X-ray screening.
6. Airport staff will assist in completing transfers from personal wheelchair to an aisle chair (also referred to as a straight back or high back), which is a small wheelchair that is used to transport immobile passengers from their own wheelchair to a seat on the airplane, if needed. BE AN ADVOCATE! Educate staff on how best to be transferred for safety and skin integrity; the airline staff are not trained therapists or physicians.
7. U.S. law only requires airlines to provide accessible lavatories on wide-body airplanes with dual aisles like the Airbus A330, Airbus A340, Airbus A350, Airbus A380, Boeing 747, Boeing 767, Boeing 777, and Boeing 787. Airlines provide onboard aisle chairs on aircraft with accessible toilets. While there are some narrow-body planes which have installed accessible lavatories, PwDs should not count on it being available on single aisle aircraft. On short flights, we recommend catheterizing prior to the flight, and for longer flights in single aisle aircraft, consider utilizing a leg bag.

### **Complaints and Other Contact Information**

1. Any complaints should be directed to the Customer Service Representatives at the airport.
2. Complaints that cannot be resolved while at the airport should be forwarded to the airline's Complaint Resolution Officer (CRO). All airlines are required to have a CRO on duty. The Department of Transportation requires airlines to acknowledge complaints within 30 days of receiving them and provide written responses within 60 days.
3. There are also two national Airlines Assistance Telephone Hotlines:  
TSA Cares Call: 1-855-787-2227 or email: [TSA\\_ContactCenter@dhs.gov](mailto:TSA_ContactCenter@dhs.gov)  
DOT hotline for travelers with disabilities Call: 1-800-778-4838 or  
TTY: 1-800-455-9880  
Travelers can also file a complaint online at: <https://transportation.gov>
4. For military members or Veterans, Contact TSA Military Severely Injured Center (email: [MSIJSOC@DHS.GOV](mailto:MSIJSOC@DHS.GOV) or 888-262-2396) 48 hours in advance with name and flight information. A passenger support specialist will be assigned to assist with transport through airport security.
5. Use social media! If the airline is unresponsive or does not provide adequate assistance. Ask friends and family to spread the news about any damages incurred during travel. Post on multiple social media platforms and ensure that the airline company is tagged. In addition, use different hashtags to increase the visibility of the post.

### **Bus Travel**

The following companies primarily operate in the United States / North America. Most international bus / coach companies that follow the western model of accessibility will most likely have similar accessibility features and restrictions, but more research will be required. Many of the cities where these bus / coach companies operate do not have a brick and mortar station, and security protocols are limited to showing a traveler's ID with the paper or e-ticket.

Mobility units on buses can generally accommodate the following:

- Wheelchair dimensions: 30" (76cm) x 30" (76cm) x 48" (122cm)
- Wheelchair weight (combined with passenger): 600-1000lbs (272-454kg)

Wheelchairs gain access to the interior of the bus either through a portable ramp that folds out for access or a wheelchair lift. Travelers will usually have the option to sit in a designated seat or stay in their wheelchairs. If needed to secure the wheelchair, buses may have a chest belt or Q-strait straps available. If you decide to transfer to a coach seat and have your mobility device stored in the baggage compartment, it must not exceed 33" (84cm) x 33" (84cm) x 48" (122cm) and should be less than 200 lbs (91kg). Otherwise, it may not be accepted. Make sure to reserve tickets at least 48 hours in advance to ensure that a lift-equipped bus is available.

Bus Company	Booking Information	Notable Information
<p><b>Greyhound</b></p> <p><i>Operating in the US, Canada, Mexico</i></p>	<p>Customers with Disabilities Travel Assistance Line: 1-800-752-4841</p> <p>Online booking: <a href="https://www.greyhound.com">https://www.greyhound.com</a></p>	<ul style="list-style-type: none"> <li>• Any damage sustained to personal belongings carried in the baggage compartment is only \$250 per item, which includes wheelchairs and all assistive devices.</li> <li>• Greyhound buses do not have electrical outlet access in the wheelchair space, so consider this while planning for travel.</li> <li>• Discounts are available for Personal Care Attendants, who must be at least 12 years old and travel the distance with PwDs.</li> </ul>
<p><b>Boltbus</b></p> <p><i>Operating in the NE and Pacific NW of the US</i></p>	<p>Tickets by phone: 1-877-265-8287</p> <p>Online booking*: <a href="https://www.boltbus.com">https://www.boltbus.com</a></p> <p><i>*Look for the "Special Needs Preferences" option on the menu</i></p> <p><i>*Because it is a subsidiary of Greyhound, customers can also utilize Greyhound's customer help line for more assistance.</i></p>	<ul style="list-style-type: none"> <li>• Any damage sustained to personal belongings carried in the baggage compartment is only \$250 / item including WCs and ADs.</li> <li>• Mobility aids like canes or walkers may be taken inside the bus if they can be stored safely in the overhead compartment.</li> </ul>
<p><b>Megabus</b></p> <p><i>Operating in the US, UK, Canada</i></p>	<p>Tickets by phone for wheelchair users: 1-877-GO2-MEGA</p> <p>For those unable to walk up stairs, but do not use a wheelchair or scooter: <a href="https://megabus.com">https://megabus.com</a></p>	<ul style="list-style-type: none"> <li>• Call at least 48 hours in advance to request special accommodations.</li> <li>• Buses are generally double decker buses with only the lower level accessible for wheelchair travelers.</li> <li>• Bathrooms are not accessible for a wheelchair.</li> <li>• Megabus offers a free ticket to Personal Care Attendants.</li> </ul>

Table 10: Accessibility travel via coach and bus



## Train Travel

Each country has their own national rail service, and some country-specific rail operators may operate long-distance routes and may even cross borders. Dealing with the various regional rail operators is the biggest challenge as each country and carrier may have different policies for people traveling with their DME. In addition, the language barrier can certainly make things more complicated. Here are some tips to manage travel by train with a wheelchair abroad:

- While most long-distance international train travel can be booked online, some will require a phone call or an in-person visit about 24-72 hours in advance to arrange for specific DME needs. Call to find out how much time is needed for reservations.
- Make sure to inquire about specific requirements to assist the wheelchair user in boarding the train (e.g. ramp / bridge plate, in-person assistance).
- Most stations and trains are accessible and provide special cars for wheelchair users. However, this may change depending on the designated location (rural vs. urban, or even on the schedule of the train). Add travel time in case the originally scheduled train does not accommodate wheelchairs, but the next one does!
- Ask about accessible lavatories on the train and if the dimensions will accommodate the traveler's particular wheelchair.
- Make sure to arrive early! Show up at least an hour before the scheduled departure to make sure the station / train is ready to accommodate the wheelchair user.
- Ask about discounts for wheelchair users and their companions!

In addition to the above information, we recommend reading *The Man in Seat 61* (<https://www.seat61.com>) for more information on train travel. While the website is run by an able-bodied individual, it provides extensive information on many of the world's rail services. It provides pertinent websites and contact information for helping travelers plan their train journeys across the globe.

## Car Travel

### Car Rentals with Modifications for PwDs

If looking for an alternative transportation option, most major vehicle rental companies provide modified cars if taking one's personal vehicle is not an option. Call the customer service telephone number prior to booking the vehicle rental to further discuss any specific needs and desires. Plan ahead of time and ensure that all booking needs are fulfilled at least two weeks prior to departure. Some questions to keep in mind when booking wheelchair accessible vehicles:

1. Are there wheelchair accessible vehicles available for the scheduled dates of travel?
2. How much advance notice is needed to reserve a wheelchair accessible vehicle?
3. Are adaptive driving devices offered? (see Figure 8 for examples of features)
4. Are there extra fees associated with requesting / using adaptive driving devices or a wheelchair accessible vehicle?

Below are common vendors for both vehicle rental and purchase with available accessible features to find the best vendor that suits one's needs.

US based Van Rental Companies	Contact and Booking Information
<p><b>Wheelchair Getaways</b></p> <p>A member owned organization made up of independent Mobility Dealers across the United States who rent, sell, and service wheelchair accessible vehicles.</p>	<p><a href="https://www.accessiblevans.com">https://www.accessiblevans.com</a> 1-(888) 432-9152</p>
<p><b>Wheelchair Accessible Van Rentals</b></p> <p>Offers rental affiliates in 20 U.S. states for accessible van and other equipment rentals including delivery services at most locations. It is recommended to contact the dealer directly with any specific inquiries.</p>	<p><a href="https://wheelersvanrentals.com">https://wheelersvanrentals.com</a> 1-(800) 456-1371</p>
<p><b>Mobility Works</b></p> <p>National chain of wheelchair accessible van providers with over 90 locations in 31 states. Offers 24-hour emergency helpline, mechanical services, and other accessible driving equipment.</p>	<p><a href="https://www.mobilityworks.com">https://www.mobilityworks.com</a> 1-(877) 275-4907</p>
<p><b>Winnebago</b></p> <p>U.S. manufacturer of outdoor lifestyle products, which are used primarily in leisure travel and outdoor recreation activities. The company builds quality motorhomes, travel trailers, fifth wheel products, and boats.</p>	<p><a href="https://winnebago.com">https://winnebago.com</a> 1-(641) 585-3535</p>

Table 11: United States van rental companies and contact information

Domestic and International Car Rental Companies	Contact and Booking Information
<p><b>Avis</b></p>	<p><a href="https://www.avis.com">https://www.avis.com</a> 1-(800) 962-1434</p>
<p><b>Hertz</b></p> <p><i>*Easy Access Bus - provides an electrically-operated ramp as well as two ADA compliant wheelchair positions. Wider doors, spacious aisles, and waist high luggage racks are also designed to make traveling easier and more comfortable.</i></p>	<p><a href="https://www.hertz.com">https://www.hertz.com</a> 1-(800) 654-3131</p>
<p><b>Budget</b></p>	<p><a href="https://www.budget.com">https://www.budget.com</a> 1-(800) 314-3932</p>
<p><b>Enterprise</b></p>	<p><a href="https://www.enterprise.com">https://www.enterprise.com</a> 1-(866) 225-4284</p>
<p><b>Alamo</b></p>	<p><a href="https://www.alamo.com">https://www.alamo.com</a> 1-(844) 602-3271</p>

Table 12: Global car rental companies and contact information

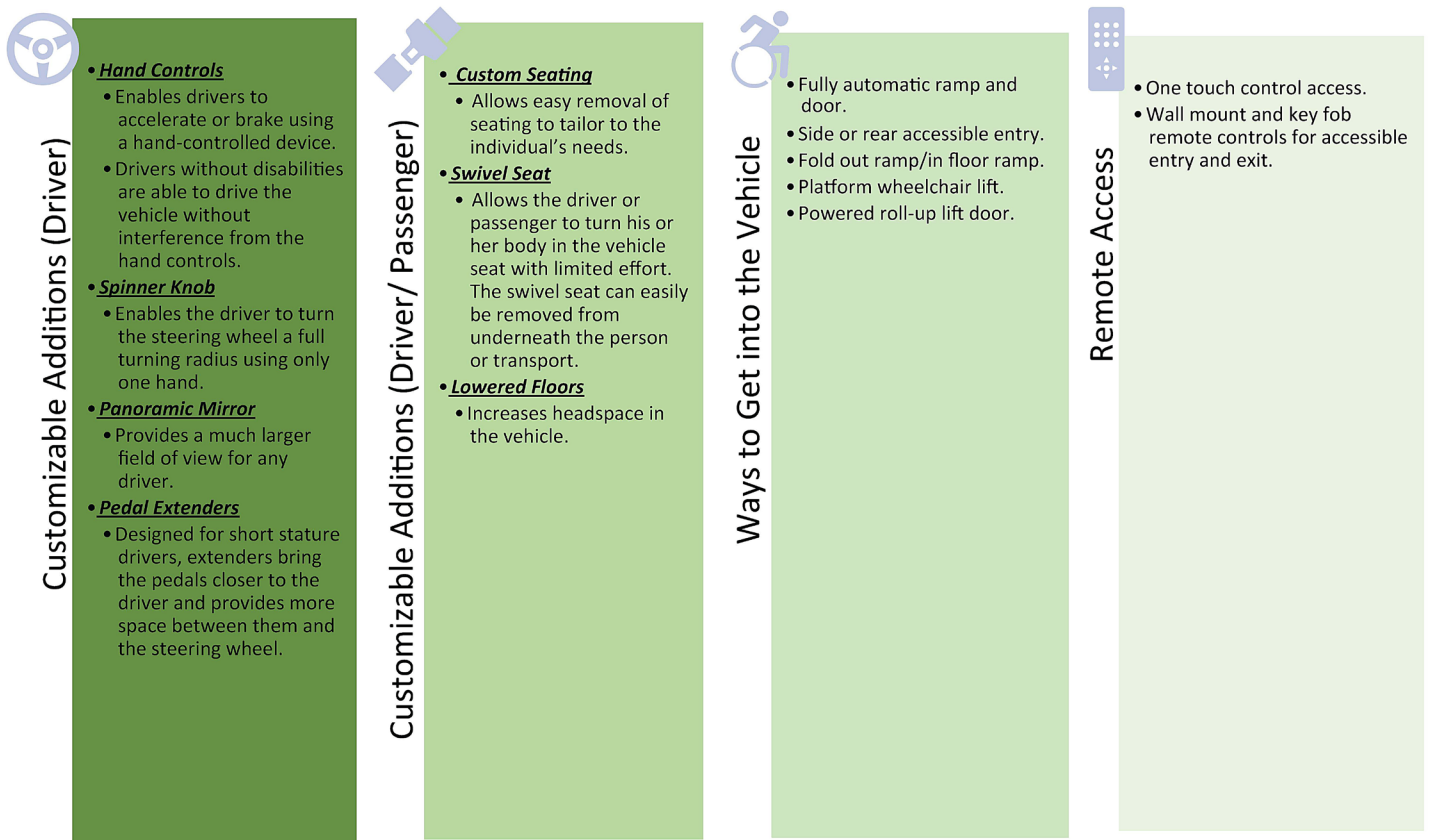


Figure 3: Common accessible car features

Most standard taxis will be able to accommodate a collapsible wheelchair, but power wheelchair users will have to make arrangements with wheelchair accessible vehicles (WAV) or rideshare services if they opt-out of taking public transportation. WAV services have become more widely available domestically and internationally, and in some instances are the best way for wheelchair travelers to get from one destination to another. Each city will have companies that specialize in WAV services and PwDs, however it is still recommended that some research is done and arrangements are made prior to traveling.

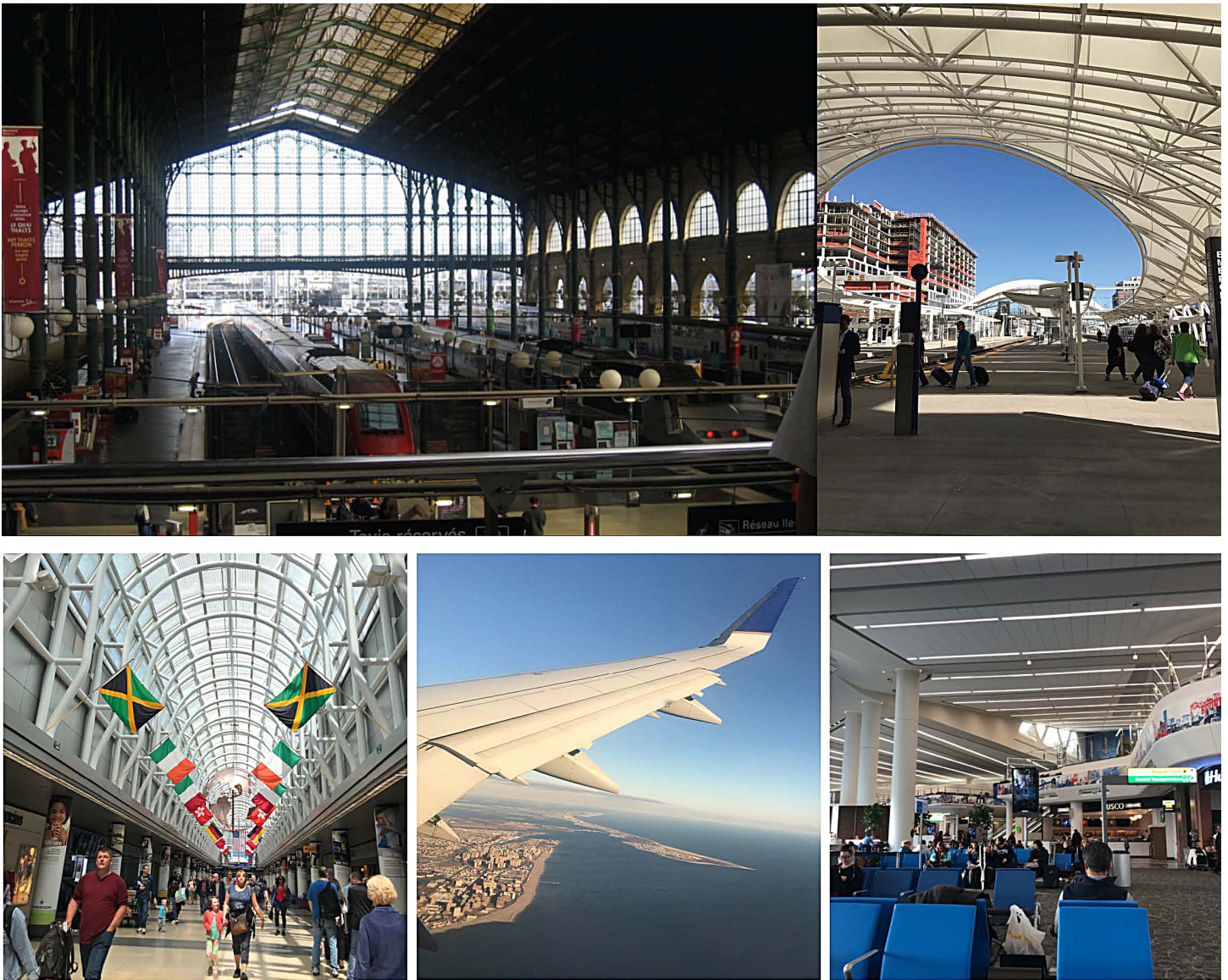
One US-based company is Curb, which is a taxi service available in over 65 U.S. cities. Customers are able to request immediate pickup or may schedule planned pickup up to 24 hours in advance. In select markets, wheelchair accessible vehicles may be reserved.

Accessible rideshare services like Uber and Lyft are other options for transportation and they are fast becoming one of the easiest ways for PwDs to get around their destinations of choice. The Uber and Lyft apps make arranging and paying for rides easier as it removes the need for a dispatcher and has a cashless payment set up.

Recently, Uber launched their Uber-WAV (Wheelchair Accessible Vehicles) Service in Bangalore, Boston, Chicago, London, Los Angeles, New York, Philadelphia, San Francisco, Toronto, and Washington, DC. Per Uber's website, the service allows riders who use non-folding motorized wheelchairs to connect with drivers in wheelchair-accessible vehicles equipped with ramps or lifts at the price of an UberX. WAV drivers have also completed a certification course to help travelers transfer into and out of the vehicle from their assistive device.

As of the writing of this manual, Lyft has also started to roll out WAV services but are still limited to the west coast of the United States, specifically San Francisco and Los Angeles. Customers are now able to request a WAV by enabling Access Mode in the Lyft app. The vehicles are 2019 Toyota Siennas provided by a third party company, First Transit, and are operated by certified drivers, available exclusively for Lyft app WAV riders.





From top left to bottom right: Thalys train station, Paris, France; Denver Union Station, Denver, Colorado, USA; O’Hare Airport, Chicago, Illinois, USA; View from Delta Airlines, Queens, New York, USA; LaGuardia Airport, Queens, New York, USA.

## ATTRACTIONS, RESTAURANTS AND BARS, PARKS AND RECREATION, ENTERTAINMENT AND SPECIAL EVENT VENUES

Of course no trip is complete without a visit to the famous attractions, restaurants and bars, parks and recreations and entertainment venues of the traveler’s chosen destination. Navigating each of these presents their own specific challenges. Just like booking hotels and transportation, planning other travel activities requires some preparation.

### Attractions

There are so many different attractions around the world from museums and art galleries, amusement parks, historical or heritage attractions, zoos and wildlife destinations. While many are accessible, some attractions may not allow the use of personal wheelchairs - especially power wheelchairs or scooters – if there are concerns of the structural integrity of the building or if there is no physical space available. Do the research and remember that travelers are entitled to ask questions prior to visiting! Many of these locations will have accessibility information on their website or have a special department dedicated to wheelchair users or mobility impaired individuals. Email or call guest services and advocate! Here are some questions to keep in mind when planning visits to various attractions:

## QUESTIONS FOR ATTRACTIONS

### Attractions

#### *Museums / Art Galleries / Wildlife Destinations / Historic Attractions*

- Is advance notice necessary for wheelchair users / mobility-impaired individuals to visit the attraction?
- Is there a department dedicated to helping wheelchair users / mobility-impaired individuals to plan a visit?
- Are there restrictions for wheelchair users / mobility-impaired individuals?
  - If so, what other accommodations are in place to see the attraction?
- Are there loaner wheelchairs available if unable to bring a personal chair? Are they free of charge?
- Are there discounts for wheelchair users / mobility-impaired individuals and their travel companions?
- Is the entire attraction wheelchair accessible?
  - What areas are not available for wheelchair users?
  - Are there ramps / specialized entrances? Automated doors? Elevators? Accessible restrooms?
  - Where is the accessible entrance? What is the distance between the entrance and the main welcome area?
- Are there special accessible tours available?
- Are wheelchair escorts offered?
- Are service animals allowed?

#### *Amusement Parks*

This addresses more specific questions regarding rides, though all above questions are applicable.

- Are there restrictions on particular rides depending on an individual's injuries?
- What ensures safety on the ride? For example, are there harnesses / straps / tie downs to secure the individual?
- Will I have assistance to get on and off the rides?
- What security measures are in place to keep the wheelchair safe while the user is on a ride?
- Are there special programs for guests with disabilities to enjoy the park when it is not crowded?



## Restaurants / Bars

We recommend calling the restaurant prior to arriving or booking reservations and asking about the accessibility of the space. In the US, while the ADA exists as a guide for restaurants, there are many establishments that are historic and may not be fully accessible. This is also something to watch for when traveling internationally. Some recommendations we have include:

- Call ahead for reservations to avoid long waits in crowded areas. This can guarantee that the accessible space needed is reserved.
- Consider bringing adaptive utensils that are used on a regular basis. However, know that restaurants are required to make some reasonable modifications for their customers with disabilities in the USA. For example, if a traveler does not bring their own utensils, assistance may be given including providing straws, cutting up foods, or obtaining utensils that may be easier to handle for the customer.
- Ask about the accessibility of the space – automated doors, door width, ramp availability, and restaurant space. Per the ADA, door entrances should be 36 inches across to accommodate a wheelchair, there must be a section of the checkout counter that is no higher than 36 inches, and 5% of tables must be accessible if offering seating.

## QUESTIONS FOR RESTAURANTS / BARS

### Restaurants/Bars

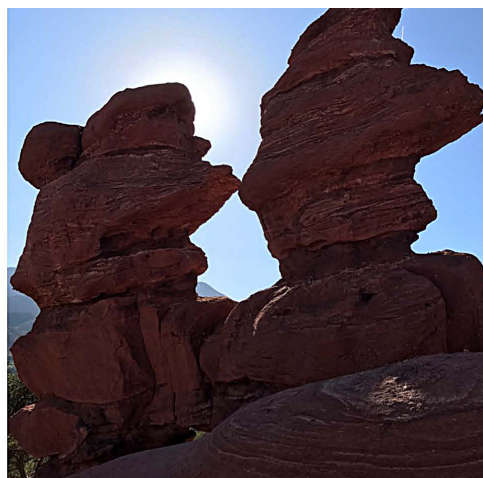
- Is there accessible parking? How many spaces are provided?
- Is there an accessible entrance?
  - If not, will there be assistance available to provide the individual in and out of the restaurant / bar?
  - Is there a portable ramp available?
- Are the restrooms accessible?
- What is the height of the bar? Is there seating available in the bar area for wheelchair users? Are the bar stools fixed?
- Are tables at an appropriate height for wheelchair users?
- Are there restrictions with regards to where mobility devices can be placed (crutches / walker / wheelchair / scooters) – if seating requires an individual to transfer to a regular seat?



Accessible pathway at Sagamore Hill National Historic Site, Oyster Bay, New York, USA.



Angel Oak Tree, Charleston, South Carolina, USA.



Garden of the Gods Park, Colorado Springs, Colorado, USA.

## Parks and Recreation

In recent years, there has been movement towards providing more accessible outdoor experiences for the mobility-impaired. This includes removing barriers in parks and recreation, creating more accessible pathways, and even providing recreational programs with adaptive sports. In the U.S., for example, many of the national parks offer programs for wheelchair users and provide excellent information on their websites regarding accessibility. Park rangers are also excellent resources. Some of the most accessible U.S. National Parks include:

- Acadia National Park (The Jesup Path, and the 45 mile carriage road system are great options. Check out their wheelchair accessible carriages at Wildwood Stables.)
- Grand Canyon National Park (They provide accessible shuttle buses, multiple wheelchair friendly viewpoints and trails, and the Trail of Time are all accessible!)
- Yellowstone National Park (Old Faithful has an entire boardwalk that makes it accessible to see the geyser, and wheelchair rentals are also available!)
- Great Sand Dunes National Park (Sand wheelchairs are available to climb the sand dunes with advance notice.)

If planning a road trip to one of the national parks, consider renting a wheelchair accessible RV. Check out: <https://www.outdoorsy.com> to look for RVs designed specifically for the mobility-impaired.

## QUESTIONS FOR PARKS AND RECREATION

### Parks and Recreation

- What is the terrain (wood chips, rubber mulch, stones)?
- Are there boardwalks / sidewalks / accessible hiking trails? Are there areas dedicated to mobility-impaired individuals?
- Are there restricted areas?
- Are there special outdoor recreation programs for wheelchair users/ mobility-impaired individuals?
- Are adaptive sports and rental equipment offered?
- Are wheelchair rentals available?
- How much time is needed to reserve any rentals?
- For locations with pool access - is it accessible? Is there a ramp / lift into and out of the pool? What is the water temperature?
- Do wheelchair lifts and rental equipment all work appropriately?

## Entertainment Venues

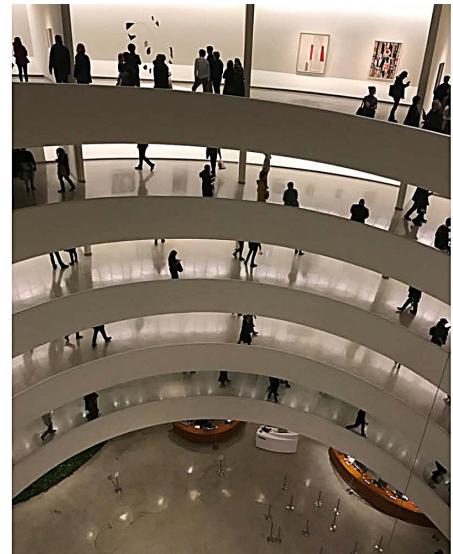
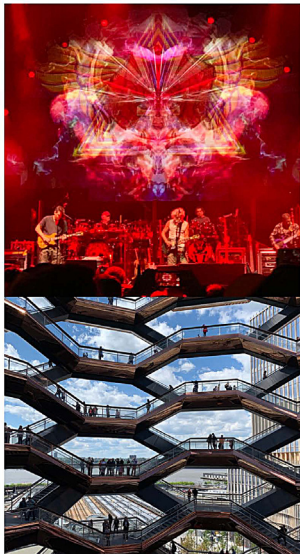
Most entertainment venues are accessible and provide wheelchair seating for disabled customers. Some tips for booking concert / theater / sporting events are listed below:

- Online booking may not always offer wheelchair seating or seating for a customer's companion. We recommend calling to ask if there are adjoining seats available. They may also offer discounted pricing!
- For sold out events, always ask if there is still wheelchair seating available. The likelihood is that these may still be available.
- If the theater does not have specialized wheelchair seating, this may require a transfer to a regular seat. Make sure to ask about safety and security protocols for any DME.

## QUESTIONS FOR ENTERTAINMENT VENUES

### Entertainment venues

- Are there special entrances for wheelchair users / mobility-impaired?
- Are the bathrooms accessible?
- Are concession stands wheelchair accessible?
- Is there a dedicated wheelchair seating section available for wheelchair users and their companions?
- Are there wheelchair lifts and do they work?
- Is discount pricing offered?
- Is there assistance provided from venue staff if needed?



Top left to right: CitiField Concert, Queens, New York, USA; Vessel, Hudson Yards, New York, New York, USA; View of the Manhattan Bridge, Brooklyn, New York, USA; Guggenheim Museum, New York, New York, USA.

### Cruises

Cruises are one of the best ways to travel for PwDs as most modern cruise ships have already been designed or renovated to meet accessibility requirements! It is a hotel, transportation, and attraction all in one. Many of the previous questions for hotels and transportation can be applied here as well.

Cruises may also have on-site availability for medical equipment and can include mobility aids like wheelchairs, canes, walkers, rollators, raised toilet seats, and transfer benches. However, these are often limited and require advance notice for reservations. Cruise lines do warn that wheelchairs may not be available for shore excursions off the ship. It is recommended that the cruise line be contacted between 30-90 days prior to travel for any special needs. In addition, it is important to check with the cruise line to ensure that any mobility aids are not restricted from the ship.

Speak with a cruise line representative to discuss specific requirements to ensure that personal DME needs are met. Most companies offer an online access form that is required to be completed where DME needs can be detailed.

Some cruise lines have special affiliations with outside rental agencies that can provide travelers with their durable medical equipment needs. The following two are recommended by almost all of the cruise lines:

- Scootaround: Personal Transportation Solutions (North America and cruises): <https://www.scootaround.com>
- Special Needs Group/ Special Needs at Sea (International): <https://www.specialneedsatsea.com>



This is the only company referred by ALL major cruise lines and provides rental medical equipment delivery straight to cruise rooms (or hotel / airport). Make sure to book at least 7 days in advance for domestic ports and 15 days in advance for international ports. Wheelchairs, scooters, and power wheelchairs can be reserved online, but all other specialty equipment must be reserved over the phone (1-954-585-0575 or 1-800-513-4515).

While most cruise ships are accessible, not all ships are created equal! For example, river cruise vessels tend to be slim and low by design, and often do not have elevators to the upper viewing deck, so access may be limited. Cruise destinations also have variable levels of accessibility, and adequate accessibility is not always guaranteed. It is important to be aware that certain ports may not be accessible to individuals using wheelchairs or mobility scooters and require “tenders” which are small boats that transfer passengers from ship to shore. Ship officials will determine for whom it is safe to board the tenders. Cruise lines are also generally not responsible for ports of call or shore tours that are not wheelchair accessible. It is recommended that potential complications be discussed with the company prior to booking.

The following are a list of the major cruise lines and their contact information regarding special needs / disability travel as well as any restrictions they may have. Many have special access desks that travelers can call, but booking through a travel agent may also provide assistance with regards to any DME related queries.

Cruise Line	Booking and Contact Information	Restrictions and Other Notable Information
<b>Carnival Cruises</b>	Tickets by Phone: 1-800-764-7419  Online booking: <a href="https://www.carnival.com">https://www.carnival.com</a>  Guest Access Team: 1-800-438-6744 <a href="mailto:access@carnival.com">access@carnival.com</a>	<ul style="list-style-type: none"> <li>• Complete the online Mobility Questionnaire prior to departure.</li> <li>• Guests must bring their own wheelchair / scooter not to exceed 21” in width if purchasing a standard or ambulatory stateroom. If a wheelchair / scooter is larger than 21”, a fully accessible stateroom must be purchased.</li> </ul>
<b>Celebrity Cruises</b>	Online booking: <a href="https://www.celebritycruises.com">https://www.celebritycruises.com</a>  Access Department: 1-954-628-9708	<ul style="list-style-type: none"> <li>• Prior to departure, complete the online Guest Special Needs form to meet specific needs.</li> <li>• Devices 23” or less in width will fit through standard stateroom doors and 32” or less through an accessible stateroom door.</li> </ul>
<b>Disney Cruise Lines</b>	Online booking: <a href="https://disneycruise.disney.go.com">https://disneycruise.disney.go.com</a>  Special Services: 407-566-3602  Under the “Support” tab, click on “Guests with Disabilities” for more information.	<ul style="list-style-type: none"> <li>• Download the online Information for Guests with Disabilities or Medical Conditions guidebook to get an overview of the accessibility features and special services.</li> <li>• Standard staterooms have a 23” wide doorway while accessible staterooms offer a 32” doorway.</li> <li>• Complete and submit the online Special Services Information Form at least 60 days prior departure.</li> <li>• Disney Cruises Lines provides special equipment upon request including raised toilet sheets, transfer benches, and wheelchairs. Submit the Special Services Information Sheet at least 60 days before departure.</li> </ul> <p style="text-align: right;"><i>continued on next page</i></p>

Cruise Line	Booking and Contact Information	Restrictions and Other Notable Information
<b>Holland Cruise Lines</b>	<p>Online booking:  <a href="https://www.hollandamerica.com">https://www.hollandamerica.com</a></p> <p>Accessibility information:            1-800-547-8493  <a href="mailto:HALW_Access@hollandamerica.com">HALW_Access@hollandamerica.com</a></p>	<ul style="list-style-type: none"> <li>• A Special Requirements Form is encouraged to be filled out to help meet the needs of any passenger with a disability in a timely manner. Of special note, Holland American Line does not provide complimentary wheelchair assistance for any purpose other than embarkation, disembarkation, and emergency situations. In addition, any passenger that requires help with ADLs needs a travel companion. Restrictions for mobility devices are as follows:               <ul style="list-style-type: none"> <li>• Width: 23" (59cm) maximum in order to be accommodated in a standard stateroom, unless collapsible to a width of 23" (59cm) or less</li> <li>• Weight: 100lbs (45kg) without battery</li> <li>• Batteries: Must be Gel or Dry Cell or AGM (Absorbed Glass Mat) only</li> </ul> </li> </ul>
<b>Norwegian Cruise Line</b>	<p>Online booking:  <a href="https://www.ncl.com">https://www.ncl.com</a></p> <p>Access Desk:            1-866-584-9756  <a href="mailto:accessdesk@ncl.com">accessdesk@ncl.com</a></p>	<ul style="list-style-type: none"> <li>• They recommend planning in advance at least 90 days for interpreters and 60 days for all other requirements including renting medical equipment.</li> <li>• There is a limited supply of wheelchairs on board for emergency rental.</li> <li>• Accessible staterooms offer wider door frames, roll in showers, shower benches, high-rise toilets, and handrails in shower and toilet areas.</li> </ul>
<b>Princess Cruise Lines</b>	<p>Tickets by Phone:            1-800-774-6237</p> <p>Online booking:  <a href="https://www.princess.com">https://www.princess.com</a></p> <p>Access Office:  <a href="mailto:accessofficeprincess@princesscruises.com">accessofficeprincess@princesscruises.com</a></p>	<ul style="list-style-type: none"> <li>• Offers accessible staterooms that include a roll-in shower with grab bars and a fold-down bench seat, an accessible closet, and writing desk.</li> </ul>

*continued on next page*



Cruise Line	Booking and Contact Information	Restrictions and Other Notable Information
<b>Royal Caribbean</b>	Tickets by Phone: 1-866-562-7625  Online booking: <a href="https://www.royalcaribbean.com">https://www.royalcaribbean.com</a>  Access Department: 866-592-7225	<ul style="list-style-type: none"> <li>• Complete the online Special Needs form which requires advance notice if traveling with disability:               <ul style="list-style-type: none"> <li>• 60 days for sign language interpreting</li> <li>• 30 days for special needs equipment or services</li> </ul> </li> <li>• Review Accessible Seas brochure for additional accessibility information.</li> <li>• Accessible stateroom features: Door width 32"-34" (81-86cm), roll-in shower with fold-down bench, grab bars and hand-held showerheads, lowered sink/vanity, and more.</li> </ul>
<b>Viking Cruises</b>	Tickets by Phone: 1-855-338-4546  Online booking: <a href="https://www.vikingcruises.com">https://www.vikingcruises.com</a>	<ul style="list-style-type: none"> <li>• PwDs must travel with an able-bodied companion as staff is not permitted to lift guests or push wheelchairs.</li> <li>• Guests must provide or rent mobility devices. Motorized scooters are not permitted.</li> <li>• Complete Accessibility Form at least 30 days prior to departure.</li> </ul>
<b>Silversea</b>	Tickets by Phone: 1-888-978-4070   Online booking: <a href="https://www.silversea.com">https://www.silversea.com</a>	<ul style="list-style-type: none"> <li>• Offers accessibility-enhanced shore excursions.</li> </ul>

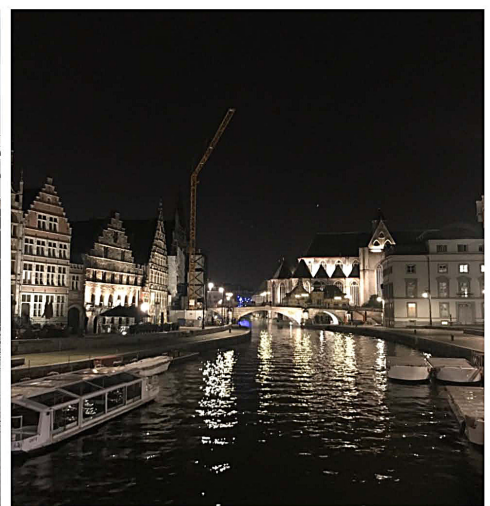
Table 13: Cruise Lines Information for Accessibility Needs



Carnival Cruise Lines, Caribbean.



Port Jefferson Ferry, Port Jefferson, New York, USA.



Riverboat cruises on the canals of Ghent, Belgium.

## GENERAL CRUISE QUESTIONS

### General Property Questions

- Are the entrances accessible with ramps?
- What are the door dimensions?
- Can power wheelchairs / scooters be used aboard the ship?
- Is there adequate space for maneuvering a wheelchair?
- Are there elevators? Can they accommodate a wheelchair?
- Is there wheelchair seating?
- Is it possible to get off the ship at stops along the way in a wheelchair?
- Is the swimming pool on the ship accessible?
- Can medical equipment or mobility aids be rented for use on the cruise?

### Cabin

- Will there be an accessible room available?
- Are the doors easily operated? What kind of handle? Are there mechanical doors?
- What are the dimensions of the room door?
- What are the dimensions of the room?
- Is there enough space in the room to maneuver a wheelchair?
- How much space is between the bed and the wall?
- What is the height of the bed from the floor?
- Can the bed be raised / lowered?

### Cabin Bathroom

- What are the dimensions of the bathroom?
- Is there space for a wheelchair to fit under the sink?
- What type of shower is there? Is there a roll in shower available? Does the shower have a seat / bench / grab bar?
- Is the bathroom equipped with grab bars?

## ACCESSIBLE TRAVEL TOURS WITH SPECIALIZED TRAVEL AGENCIES

PwDs who travel with assistive devices can choose to book an accessible travel tour or be adventurous on their own. The advantage of utilizing accessible tour companies or travel agents is that they will already have DME needs in mind. Tour guides are seasoned, and in many cases may be in wheelchairs themselves, so all activities will have accessibility prioritized. Accessible tours may also provide accessible hotel accommodations and transportation, as well as customized accessible itineraries with information on tourist sights / attractions. Remember, if a company truly specializes in accessibility, they will utilize the flattest, smoothest, shortest tour routes or provide transportation to bypass difficult roads.

Check out these accessible tour companies and travel agencies.

Accessible Tours	Website
<b><u>Travel for all:</u></b> Customizes vacations around the world, helps meet specific accessible travel needs.	<a href="https://www.travel-for-all.com">https://www.travel-for-all.com</a>
<b><u>Sage Traveling:</u></b> European accessible trip planners help create custom accessible trips for people with mobility issues. Includes hotel accommodations, accessible transportation, and detailed accessibility information on attractions.	<a href="https://www.sagetraveling.com">https://www.sagetraveling.com</a>
<b><u>Spin The Globe Travel:</u></b> Travel blog by a wheelchair traveler who shares information on accessibility of destinations all around the world.	<a href="https://www.spintheglobetravel.net">https://www.spintheglobetravel.net</a>
<b><u>The Relaxed Explorer:</u></b> Provides European tours for people with mobility issues. Provides accessible hotels, attractions, transportation and restaurants.	<a href="https://www.TheRelaxedexplorer.com">https://www.TheRelaxedexplorer.com</a>
<b><u>Disabled Accessable Travel:</u></b> European travel agent. Custom tours to individual needs. Provide accessible travel services to people of all mobility levels.	<a href="https://www.disabledaccessibletravel.com">https://www.disabledaccessibletravel.com</a>
<b><u>Wheelchair Escapes:</u></b> Certified accessible travel specialist offering help planning trips to a variety of destinations.	<a href="https://www.wheelchairescapes.com">https://www.wheelchairescapes.com</a>
<b><u>Curb Free with Cory Lee:</u></b> Wheelchair travel blog offering tips and advice on wheelchair traveling around the world.	<a href="https://www.curbfreewithcorylee.com">https://www.curbfreewithcorylee.com</a>
<b><u>Cruise Planners Easy Access Travel:</u></b> Travel planners dedicated to meeting the needs of disabled and mature travelers	<a href="https://www.easyaccesstravel.com">https://www.easyaccesstravel.com</a>
<b><u>Wheel the World:</u></b> Accessible experiences and detailed accessibility information about your destination	<a href="https://www.gowheeltheworld.com">https://www.gowheeltheworld.com</a>
<b><u>Disabled Traveler:</u></b> Comprehensive listing of accessible travel specialists around the world	<a href="https://www.executiveclastravelers.com/1">https://www.executiveclastravelers.com/1</a>
<b><u>Ability Trip:</u></b> Resources for disabled travelers and companions. Including accommodations, activities, restaurants, emergency services	<a href="https://www.tribability.net">https://www.tribability.net</a>
<b><u>Disabled Travelers:</u></b> Guide to the world: help planning, deciding where to travel and travel around the world with disabilities	<a href="https://www.disabledtravelersguide.com">https://www.disabledtravelersguide.com</a>
<b><u>Emerging Horizons:</u></b> An online quarterly newsletter providing a wide range of information for travelers of all mobility levels	<a href="https://www.emerginghorizons.com">https://www.emerginghorizons.com</a>
<b><u>World on Wheelz:</u></b> Accessible travel resource for wheelchair users and people with disabilities.	<a href="https://www.worldonwheelz.com">https://www.worldonwheelz.com</a>

Table 14: Accessible tours

There are some fantastic tours in North America provided by Amtrak and Via Rail (Canada) that are wheelchair accessible. Here are two of the most noteworthy:

- The Grand Canyon Railway is a 2.5 hour long trip through the South Rim of the Grand Canyon providing accessible first class and coach cars for wheelchair users.
- The Rocky Mountaineer Railtours offers multiple Canadian rail tours through the Canadian Rockies, with the Vancouver to Calgary Kicking Horse Route touted to be the most accessible.

## QUESTIONS FOR TRAVEL COMPANIES

### General Questions

- How many people with disabilities have you guided in the past year?
- Are there any restrictions for travelers with wheelchairs?
- Is accessible transportation to and from the airport and hotel available?

### Accommodation Questions

- What accommodations for travelers with wheelchairs are provided?
- Is accessible transportation from the hotel to and from sites/attractions available?
- If transportation is not provided, what are the recommended accessible transportation services?
- How accessible are the hotels? (How wide are the doors? Do you have ramps? Do you have elevators?)
- Is it possible to rent any durable medical equipment from the hotel? And if not, what resources are available to arrange rentals?

### Tour Questions

- What makes your tours accessible?
- Is it a private tour, or will there be other travelers?
- What does an example itinerary for a traveler with a wheelchair look like?
- What tourist attractions do you visit?
- What kind of assistance will be provided for travelers with wheelchairs during tours?
- Is there an expectation to keep up with able-bodied travelers?

### Tour Guide Questions

- Is the tour guide trained to consider accessibility for people with disabilities?
- Is the tour guide a licensed professional?

### Route and Attraction Questions

- What route will the guide use?
- Does it involve curbs, steps, cobblestones, or other uneven terrain?
- Are there sites/attractions that are not wheelchair accessible/limited accessibility?