

# *Air Carrier Access Act (ACAA)*

## Air Travel Rights and Responsibilities

### Quick Guide

#### **ASSISTANCE AT THE AIRPORT**

At your request, airline personnel are required to assist you with the following:

- To board and exit the plane.
- To move to and from seats.
- To use an on-board wheelchair
- To move to and from the lavatory.
- To store and retrieve carry-on luggage.
- To transfer between gates.

Inform airline personnel of the best way to assist you with transferring to a seat.

#### **WHEELCHAIR STORAGE**

##### On-board Storage

- Wheelchairs and other assistive devices do not count toward a limit on carry-on items.
- Assistive devices or parts of assistive devices may be stored in overhead compartments or under seats in accordance with safety regulations for carry-on items.
- If an on-board closet is large enough for a folding wheelchair, *priority must be given for wheelchair storage in this space.*
- You must pre-board the plane if you want to store your wheelchair in the on-board closet.

##### Baggage Compartment Storage

- Wheelchairs must be given priority over cargo and other baggage in the baggage compartment.
- Wheelchairs must be among the first items retrieved from the baggage compartment when the plane lands.
- Wheelchairs and other assistive devices must be returned in a timely manner and as close as possible to the airplane door.

#### **TIPS**

- Be courteous.
- Explain exactly and clearly what assistance you will require.

- Request to pre-board aircraft.
- Request wheelchair to be stored on-board if on-board storage is provided on aircraft (you must pre-board to receive this priority).
- If you encounter a problem, ask to talk to the Complaints Resolution Official (CRO).
- Request that your wheelchair be returned to you at the gate.
- Put your name and address on your wheelchair.
- Tape assembly instructions to your wheelchair
- Before landing, remind the flight attendant to arrange for your wheelchair to be returned to you at the gate.

## **COMPLAINTS**

If you have a complaint regarding noncompliance with the ACAA, contact the CRO. Airlines must have a CRO available in person or by phone at every airport.

You may also contact the United States Department of Transportation (DOT) at:

**United States Department of Transportation  
Aviation Consumer Protection Division  
400 7<sup>th</sup> Street SW  
Washington, DC 20590  
1-800-778-4838 (Voice)  
1-800-455-9880 (TTY)**

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